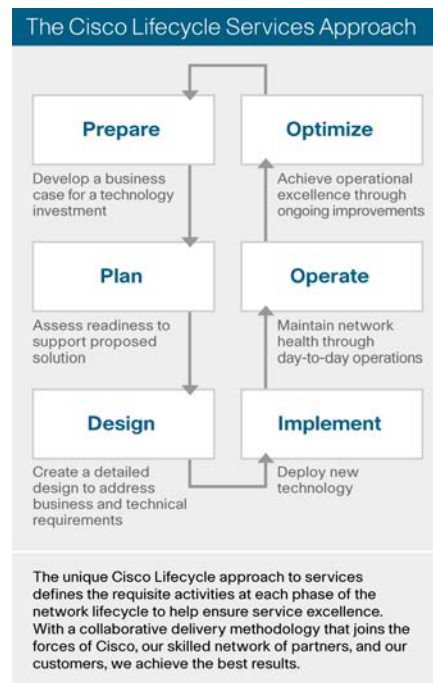


Cisco Wide Area Application Services Optimization Service

Maintain or Improve Application Responsiveness Across Your Wide Area Network as Your Business Changes and Grows



Service Overview

Branch office expansion and changes in your distributed files and applications are signs of healthy business growth. These signs can also mean that it is time to update your Cisco® Wide Area Application Services (WAAS) infrastructure to maintain application response times across your wide area network (WAN). The Cisco WAAS Optimization Service can facilitate these updates while maintaining or even improving the performance, resiliency, and availability of your Cisco WAAS solution.

Cisco WAAS solutions help you consolidate your remote office infrastructure into centrally managed data centers and optimize WAN performance to improve application responsiveness. Cisco WAAS Software runs on Cisco Wide Area Application Engine (WAE) platforms and provides LAN-like performance for files and applications that span your WAN, such as email, enterprise resource planning (ERP), and web applications. Consolidating branch office servers, storage, and backup systems also

reduces costs and helps improve productivity.

The Cisco WAAS Optimization Service helps you incorporate the ongoing changes you need to grow your branch infrastructure and respond to dynamic business requirements. This ongoing optimization service can help you reduce the risk of modifications and help deliver the application performance that you need to stay competitive.

The Cisco WAAS Optimization Service is provided by Cisco consulting engineers with extensive experience in data center networking, application integration, and optimization technologies. Their product and technology expertise is constantly enhanced by hands-on experience and broad exposure to security and application services such as load balancing and deep packet inspection. With the help of specialized tools, regular quarterly site visits, weekly status conference calls, and continuous communication, Cisco data center networking experts build an in-depth knowledge of your application performance requirements and business objectives. This knowledge helps ensure that your Cisco WAAS deployment continues to address your business requirements for application delivery and fits within an overall data center strategy.

Cisco and its partners deploy and operate networks using a lifecycle of prepare, plan, design, implement, operate, and optimize phases that align business and technical requirements. The lifecycle approach helps companies to accelerate their success with advanced technologies while increasing the return on network investments.

Ongoing Optimization Service for Cisco WAAS Deployments

The Cisco WAAS Optimization Service can help you continuously improve your Cisco WAAS solution and achieve operational excellence. You receive ongoing support to incorporate changes to your WAAS environment to help maintain security and availability in a changing application environment. You can select the combination of services, activities, and deliverables that best fits your needs. The Cisco WAAS Optimization Service includes the following three components:

- Network assessment
- Network support
- Network learning

Network Assessment

Each year Cisco engineers review and analyze the data center architecture, application services, security, performance, and load-balancing schemes that make up your Cisco WAAS infrastructure. We apply leading practices to Cisco WAAS design principles and use subject matter expertise and current state assessment of the design and future goals to identify gaps in your adoption of Cisco WAAS technology. By taking advantage of these recommendations and facilitating proper changes in your environment, you can improve the performance, resiliency, security, and availability of your Cisco WAAS infrastructure.

Network Support

With Cisco WAAS network support, our engineers provide ongoing WAAS support that might include change support, design support, performance engineering and optimization, test plan review, and software strategy support. Ongoing WAAS support helps you minimize disruption to your existing infrastructure by identifying potential risks, helping you plan changes, and using leading practices to accelerate deployment.

Design Support

Cisco engineers provide design support by reviewing your Cisco WAAS design and network operation support requirements to help ensure that your Cisco WAAS designs are complete and that they address the critical elements required for your business goals.

Software Management Strategy

The WAAS software strategy activities help you evaluate the capabilities of your current software to meet future feature and functionality requirements. To help ensure the effectiveness and thoroughness of testing, we review your test plans based on issues and recommendations identified in earlier deliverables and activities. We help you resolve software compatibility issues faster by providing access to experts with an extensive knowledge of software for Cisco WAE platforms. We provide proactive management and support for planned software changes, version control, and bug management support to help preempt potential problems.

Performance Engineering and Optimization

In this ongoing activity, Cisco engineers analyze performance data of the applications that are or need to be optimized by Cisco WAAS. You have access to the wealth of Cisco expertise gained as a result of similar deployments. WAAS performance engineering and optimization help you better understand your WAAS operating environment, help mitigate risk when implementing changes, and help ensure WAAS stability.

Change Support

Cisco engineers provide ongoing support for planned and unplanned WAAS network changes as needed. We provide onsite or remote support for planned hardware and software changes, help to verify that the planned changes meet your technical objectives and do not adversely affect the operational environment, and provide technical support during unplanned network changes to provide consistency and optimization.

Network Learning

Continuous learning provides anytime access to our industry-leading expertise and intellectual property, including information related to Cisco WAAS products and software features pertaining to your environment. We can help train your operations staff on leading practices for deploying and integrating WAAS solutions.

Cisco WAAS Optimization Service Summary

The Cisco WAAS Optimization Service activities, deliverables, and benefits are summarized in Table 1.

Table 1. Cisco WAAS Optimization Service Activities, Deliverables, and Benefits

Activities and Deliverables	Benefits
Network Assessment <ul style="list-style-type: none"> Assess WAAS infrastructure annually 	Recommendations help improve the performance, resiliency, security, and availability of your Cisco WAAS infrastructure
Network Support: Design Support <ul style="list-style-type: none"> Conduct detailed design review Provide ongoing design support 	Help ensure that your Cisco WAAS designs address the critical elements required for your business goals
Network Support: Software Management Strategy <ul style="list-style-type: none"> Establish and review WAAS software management strategy Review your test plans for planned changes to help ensure validity Provide ongoing software support Deliver periodic critical bug reports 	Proactively make changes to your software and resolve software compatibility issues faster
Network Support: Performance Engineering and Optimization <ul style="list-style-type: none"> Engineer performance and optimize WAAS software Deliver configuration best practices report Create network improvement plan 	Increase your understanding of your WAAS operating environment and help ensure stability
Network Support: Change Support <ul style="list-style-type: none"> Provide report verifying the validity of planned changes Provide access to experts to help resolve unscheduled changes 	Accelerate deployment of changes to your WAAS solution and help minimize disruption to your network
Network Learning <ul style="list-style-type: none"> Knowledge transfer sessions, such as informal educational sessions and chalk talks 	Help your IT staff achieve operational excellence as it pertains to your WAAS deployment

Benefits

The Cisco WAAS Optimization Service can help you preserve productivity and control costs by maintaining or improving application response times across your WAN as you add branch offices and update your application environment. The service provides access to information and expertise that help you control planned changes and manage unplanned events as you update your Cisco WAAS solution.

The Cisco WAAS Optimization Service helps you to:

- Update your WAAS solution in response to branch office growth or other changes in your dynamic environment, so you can get the most benefit from your Cisco WAAS investment
- Maintain or improve the performance, resiliency, and availability of your Cisco WAAS infrastructure as your wide area environment changes
- Expand your knowledge of WAAS through access to Cisco experts and resources
- Help ensure that the changes to your WAAS solution are a part of your global data center strategy

Why Cisco Services

Cisco Services make networks, applications, and the people who use them work better together.

Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.

Availability and Ordering Information

The Cisco WAAS Optimization Service is available on an annual subscription basis and can be purchased as a standalone service or as a complement to other Cisco Data Center Optimization Services and the Cisco Foundation Technology Optimize Service Bundle (NOS). The Cisco WAAS Optimization Service is widely available. Contact your local Cisco account manager about availability in your area.

For More Information

For more information about the Cisco WAAS Optimization Service and other services available for WAAS and other application networking services, contact your Cisco service account manager or visit www.cisco.com/en/US/products/ps6894/serv_group_home.html.

Cisco is committed to providing support to customers during the entire deployment lifecycle and offers transactional services to help during the prepare, plan, design, and implementation phases of the Cisco data center deployments. For more information about other data center services available, visit www.cisco.com/go/dcservices.

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Printed in USA

C78-451799-01 08/08