# Accelerate Your Time to Value with Services for Cisco SAP High-Performance Analytic Appliance

Businesses today must use growing volumes of complex data to enable real insights for improving operations and identifying new opportunities. Unfortunately, costs for maintaining an infrastructure capable of handling this data are increasing. Traditional disk-based analytic systems have become more expensive, and the administration of multiple data warehouses and transaction systems leads to server sprawl and higher operational costs. Most importantly, these systems do not provide the speed and agility necessary for the data analysis required to take rapid advantage of developing opportunities. As a result, business users are often handicapped by long waits for critical business information. They need real-time, actionable analysis to respond to challenges and opportunities faster.

## SAP High-Performance Analytic Appliance and Cisco Unified Computing System

The Cisco® SAP High-Performance Analytic Appliance (HANA) is a modern in-memory platform for real-time analytics and applications, built on the Cisco Unified Computing System™ (Cisco UCS®). SAP HANA enables organizations to analyze business operations based on a large volume and variety of detailed data in real time, literally at the speed of thought, resulting in predictive business intelligence. The agile, scalable, and highly available Cisco UCS platform is designed with the performance and reliability needed to power memory-

intensive, mission-critical applications and virtualized workloads. The platform offers stateless computing capabilities with dynamic server provisioning, unified fabric, and comprehensive management across both physical and virtual environments for reduced total cost of ownership (TCO).

## Cisco Services for SAP HANA

Cisco and our partners offer services to help businesses plan, build, and manage a Cisco SAP HANA solution. These services employ proven industry-leading methodologies and best practices that improve staff productivity and accelerate deployments.

## Plan Services

Take the first steps in formulating a strategy and creating detailed plans for implementing your Cisco SAP HANA solution.

- **Assessment Service for SAP HANA** focuses on discovery and assessment of your existing environment to justify the business and technical requirements for migrating to SAP HANA. The service confirms your priorities, return-on-investment (ROI) requirements, and migration time frames.

- **Planning and Design Service for SAP HANA** provides an architecture and data analytics assessment and proof of concept (PoC) to help you prepare for a sound implementation.

## Build Services

Move quickly and confidently to deployment of SAP HANA on Cisco UCS with assembly, installation, and data load for your appliance by Cisco Services. These services provide an unmatched level of service assurance.

- **Assembly Service for SAP HANA** includes the assembly of the hardware and software required for the SAP HANA solution. Cisco experts or partners verify all hardware components based on a certified bill of materials, install third-party hardware and software, make sure of the proper powering of the chassis and all components, and validate the correct installation of all software and hardware components. This service is mandatory.

- **Installation Service for SAP HANA** installs the solution into your network, connecting it to source systems, and pointing it to the proper data source(s). The service includes a pre-installation interview, site planning survey, and design review. Installation validation helps ensure that the system configuration has passed initial startup tests, and the installed SAP HANA solution is ready for data load and SAP HANA software configuration. This service is mandatory.

- **Data Load Service for SAP HANA** is an optional service enabling SAP rapid deployment solutions (RDSs) with data extraction, transformation, and load (ETL). The service includes extracting data from outside sources, transforming it to fit operational needs, and loading the data into the database or warehouse for a fully operational solution.

# Accelerate Your Time to Value with Services for Cisco SAP High-Performance Analytic Appliance

## Manage Services

Improve operational effectiveness with services that provide ongoing expertise to help you rapidly resolve issues and take advantage of SAP HANA and Cisco UCS enhancements.

- **Solution Support Service for SAP Appliances** provides unparalleled solution-level support to help you focus on running your business, rather than focusing on infrastructure issues. It provides a single point of contact to initiate and manage support. You get priority access to Cisco solution experts qualified to troubleshoot and drive resolution of all field issues, including the third-party products in the SAP HANA solution. Cisco will coordinate issue resolution between Cisco and solution technology partner support teams.

  This service supplements product-level support, such as Cisco SMARTnet® Service and support services from our SAP HANA solution technology partners (EMC, NetApp, or Fusion I/O). Both the Cisco Solution Support Service and product-level support for each element of the Cisco SAP HANA solution are mandatory and must be purchased from each respective provider.

- **Unified Computing Optimization Service** facilitates lifecycle management of the Cisco SAP HANA solution. The service continually analyzes your architecture, performance data, and configuration to help ensure that your Cisco Unified Computing System (Cisco UCS) and SAP appliance are secure and perform optimally. It provides periodic reviews and recommendations for changes such as blade expansion and software and firmware updates, upgrades, and patches. This service helps you avoid upgrade errors and can help prevent the SAP HANA appliance from becoming uncertified. This service is highly recommended for SAP HANA installations.

## Benefits

SAP HANA helps you accelerate the performance and efficiency of your business by providing immediate, self-service analytics and real-time access to massive amounts of profitability data. Cisco Services for SAP HANA help you to realize these benefits faster and to:

- Lower total cost of ownership with better planning and design and confident deployment
- Mitigate your business risk by helping assure your Cisco SAP HANA solution is properly installed in your IT environment
- Maximize application productivity and optimal levels of operation with ongoing single-point-of-contact, solution-level technical support

## Why Cisco Services?

Realize the full business value of your technology investments with smart, personalized services from Cisco and our partners. Backed by deep networking expertise and a broad ecosystem of partners, Cisco Services enable you to successfully plan, build, and manage your network as a powerful business platform. Whether you are looking to quickly seize new opportunities to meet rising customer expectations, improve operational efficiency to lower costs, mitigate risk, or accelerate growth, we have a service that can help you. For information about Cisco Services, visit www.cisco.com/go/services.

## To Find Out More

For more information on Cisco Services for Cisco SAP HANA and availability in your area, contact your local Cisco account manager or a Cisco Certified Partner.