

# Delivering Holistic Business Service Management for SAP HANA



## Executive Summary

- **Customer Name:** Cisco Cloud & Managed Services
- **Industry:** Technical Services

### Challenge

- Improving business reporting capabilities with real-time, in-memory analytics
- Managing multiple components in SAP HANA environment as one solution
- Gaining comprehensive Business Service Management (BSM) synergies

### Solution

- Cisco leverages Cisco UCS and Centerity monitoring solution for Cisco Cloud and Managed Services (CMS) to provide enterprise customers with flexible and scalable SAP HANA monitoring platform

### Results

- Eliminate time spent switching between multiple monitoring tools
- Gain flexible, customizable reporting on any technical layer of SAP HANA implementation
- Minimize impact of incidents with 24-hour monitoring and proactive alerts with predictive trend analysis

## Cisco partners with Centerity Systems to provide BSM for in-depth visibility of SAP HANA IT / business environment.

### Challenge

The groundbreaking SAP HANA in-memory database platform is revolutionizing business workflows for many enterprise companies by delivering in-memory processes that enable real-time analytics, transactions, and predictive processes. By combining database, data processing, and application capabilities in-memory, SAP HANA enables companies to analyze vast stores of data and generate in minutes or even seconds complex reports that previously may have taken days or weeks to create. To help ensure quality performance, SAP works with trusted partners such as Cisco to deliver hardware and software as an integrated environment dedicated to running SAP HANA.

Integrated with Cisco® Unified Data Center solutions, including Cisco Unified Computing System™ (UCS®) servers and Cisco networking, the SAP HANA environment also supports NetApp or EMC storage and the SUSE Linux operating system. While implementing a tested environment helps customers optimize SAP HANA performance, monitoring all of the components can be difficult. Solutions such as Cisco UCS Manager can provide centralized dashboards to help manage individual pieces of equipment, but IT staff and managers really need a way to monitor the overall performance of the business services and key business processes based on SAP HANA.

“Our customers need to know more than just how each individual component of the system is performing,” says Joe Duarte, product manager, Cisco managed services for data center at Cisco. “What our customers and their end-users ultimately care about is that all the components work together and deliver high-performance results.” Cisco realized that its customers need the ability to monitor and manage the entire SAP HANA stack as a single solution, rather than as individual components.

When Cisco looked at the market, Centerity Monitor, a Cisco compatible product, addressed all of the management challenges. Centerity delivers comprehensive Business Service

“By partnering with Centerity, we can provide customers with business-level management and on-demand reporting for an entire SAP HANA environment through Cisco SAP HANA Cloud and Managed Service (CMS).”

– **Joe Duarte**  
Product Manager, Cisco  
Managed Services for  
Data Center  
Cisco

Management (BSM) capabilities to the integrated SAP HANA IT / Business Environment with the flexibility to cover a broad range of equipment and applications that may support the SAP HANA environment. “By partnering with Centerity, we can provide customers with business-level management and on-demand reporting for an entire SAP HANA environment through Cisco SAP HANA Cloud and Managed Service (CMS),” says Duarte.

## Solution

Cisco provides the compute and networking backbone for Cisco SAP HANA implementations. Cisco UCS Servers deliver performance, scalability, and reliability. The Cisco UCS B440 M2 High-Performance Blade Servers offer superior compute performance and high-memory capacity. Not only is the Cisco UCS B440 model ideal for SAP HANA database performance, but it also delivers high flexibility and performs extremely well with VMware vSphere as part of a large-scale, virtualized implementation. The Cisco UCS C220 Rack Server delivers performance and density in a compact form that makes it useful for hosting management solutions.

The Cisco UCS 5108 Blade Server Chassis streamlines deployment of the blade servers by incorporating unified fabric, enabling IT staff to connect power and networks to all blades in the chassis at once. The chassis also enables hot-swappable blade server configurations to improve availability. Cisco UCS 6248 Series Fabric Interconnects, Cisco 2911 Integrated Services Routers, and Cisco Nexus® 5500 Series Switches form the Cisco network fabric. At the core of the network, Cisco Nexus 5500 Series Switches transform the network with broad connectivity support for both compute and storage layers.

Rather than implementing multiple “niche” monitoring and management tools to cover separate layers in the Cisco SAP HANA implementation via separate consoles, Cisco offers SAP HANA CMS with a Centerity single pane of glass approach via its unified architecture. Through this service, Centerity enables Cisco to offer customers a holistic view into the end-to-end SAP HANA landscape, including the operating system, storage components, Cisco UCS servers, Cisco network infrastructure, and SAP HANA database as well as other SAP applications. As a highly flexible monitoring solution, customers can easily scale service if the environment grows or extend the Centerity monitor to other applications or devices in the environment.

From a single pane of glass, Cisco and Centerity enable customers to view reports showing how components in different domains relate to and affect each other. In addition to this holistic view, customers can drill down into each component at any layer to analyze performance further. Using all of the captured performance information, customers can optimize even complex SAP HANA environments to reach goals for service availability and performance in predefined SLAs.

“Although there are many tools that monitor SAP HANA, Centerity offers an end-to-end monitoring solution via a unified platform that enables customers to get the most out of their investment,” says Marty Pejko, COO of Centerity Systems, Inc. “We’re raising visibility from the device level to the business level to focus on the best end-user experience.”

## Results

By partnering with Centerity, Cisco CMS enables customers to access all management and reporting services from a single console. “When working with multiple management tools, IT staff often spend too much time switching between applications and trying to manually combine the data to gain an overall picture of the environment,” says Duarte. “Centerity helps Cisco bring everything together in a single platform for our customers.”

## Product List

### Data Center Solutions

- Cisco Unified Computing System (UCS)
- Cisco UCS B440 M2 High-performance Blade Server
- Cisco UCS C220 Rack Server
- Cisco UCS 5108 Blade Server Chassis
- Cisco UCS 6248 Series Fabric Interconnects

### Routing and Switching

- Cisco 2911 Integrated Services Router
- Cisco Nexus 5500 Series Switch

### Operating System

- SUSE Enterprise Linux 11 SP1

### Storage

- NetApp FAS
- EMC

### Virtualization

- VMware vSphere

### Application

- SAP HANA

### Management Solution

- Cisco SAP HANA Cloud and Managed Services
- Centerity Monitor



The simplicity also makes Cisco SAP HANA CMS much easier for the Cisco deployment team to handle, because it only needs to work with a single application.

Since all systems are monitored by a single, unified platform, customers also gain the benefits of one location for reports. With information coming from every component in the environment, Cisco can define almost any type of report for customers to help the customer clarify current performance and goals. “There’s a lot of flexibility in how we can provide and customize reports for customers,” says Duarte. “We can create holistic views of key business process performance for managers and executives, but still drill down deep to help IT staff spot areas for improvement.”

Centerity enables customers to create different logins to manage access to reports and dashboards internally without compromising security. Customers can view reports managed by Cisco or even create custom reports by pulling from available information to receive the most up-to-date information.

With 24-hour monitoring and management, Cisco CMS minimizes the impact of incidents with the ability to rapidly perform root-cause analysis without draining internal resources. Since all hardware and software components are viewable from a single dashboard, Cisco staff can spot service degradations or be alerted to problematic trends quickly and start solving an issue immediately before a critical impact can occur. Automated health reports and regular patching support also help customers using Cisco CMS keep their SAP implementations working in top condition.

## Next Steps

With this relatively new service, Cisco plans to work with customers to demonstrate to its SAP HANA customers the power and usability gained through Centerity. Working with Cisco SAP HANA Cloud and Managed Services, customers will be able to get the most out of their SAP HANA solution.

## For More Information

To find out more about Cisco Unified Data Center, please visit:

[www.cisco.com/go/unifieddatacenter](http://www.cisco.com/go/unifieddatacenter).

To find out more about Cisco UCS, please visit: [www.cisco.com/go/ucs](http://www.cisco.com/go/ucs).

To find out more about Cisco Nexus, please visit: [www.cisco.com/go/nexus](http://www.cisco.com/go/nexus).

To find out more about Centerity, please visit: [www.centerity.com](http://www.centerity.com).

To find out more about Cisco and Centerity, please visit:

<https://marketplace.cisco.com/catalog/companies/centerity-systems>.



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