Automate processes, increase operational efficiency and service-level success with SAP IT Process Automation by Cisco, delivered by Logicalis

Real-time access and analytics for operational data with SAP HANA

Advances in information technology have made it possible to collect staggering amounts of data in both structured and unstructured forms. SAP HANA is an in-memory database technology that taps on computer server memory (RAM), the data processing abilities of multi-core processors, and the fast data access of solid-state drives to deliver better performance of analytical and transactional applications.

However, SAP environments are typically mission-critical and complex. Manually managing new releases, process changes, incident reports, functional tests and maintenance tasks such as ‘system copy’ can be resource-intensive and place a significant strain on IT operations.

SAP IT Process Automation (ITPA) by Cisco

SAP ITPA by Cisco is a powerful toolkit of SAP-specific workflows and plugins that aims to alleviate this operative burden. A unique combination of SAP best-practice operations and automated corrective actions, SAP ITPA by Cisco features:

• **Unified incident response** – Automate and integrate the whole incident response process.

• **Predefined corrective actions** – Model resolution schemes or resolve issues using predefined methods of support for operational processes.

• **Advanced reporting** – Enforce compliance with regulations such as the Health Insurance Portability and Accountability Act (HIPAA) and the Sarbanes-Oxley Act (SOX).

• **Visual configuration environment** – Create reusable workflows and build in customer-specific requirements using easy-to-use drag-and-drop techniques.

IT Process Automation delivers greater ROI and savings throughout the IT Lifecycle
Logicalis provides teams of cross-discipline specialists who have specific skills and expertise in SAP HANA solutions as well as individual specialties in data centre, cloud, storage, or communication and collaboration—ensuring implementations are tuned and optimised to deliver maximum performance for your SAP applications.

Benefits
SAP ITPA by Cisco helps turn IT into a ‘value centre’ by delivering operational efficiency and higher quality services to the business by:

Facilitating optimisation and scaling
• Meet increasing service demands while stretching IT budgets and instituting overall governance.
• Perform system and infrastructure health checks for increased availability and better user experience.

Enhancing visibility and management
• Resolve systemic operational issues that repeatedly cause unplanned downtime.
• Enable cross-domain expert orchestration to resolve issues.
• Gain full management visibility across SAP HANA operations.

Increasing process efficiency
• Speed up troubleshooting and lift service levels by automating critical IT processes.
• Increase operational efficiency and customer satisfaction by standardising and automating routine tasks.

Lowering TCO
• Free IT staff for strategic projects by streamlining complex operations.
• Help implement SAP best practices right from the start with over 350 pre-packaged process automation workflows designed by SAP experts.

Why Logicalis?
Logicalis is an expert in SAP HANA on Cisco Unified Computing System (UCS) server platform implementation, and is Cisco’s designated go-to-market partner in Asia for this technology. In addition, as the sole SAP partner focusing on ITPA in the region, Logicalis is well-positioned to offer you smart IT solutions optimised to deliver maximum performance to meet your most demanding business needs.

As a long-time Cisco regional Gold Partner and a specialist in collaboration, data centre, borderless network, wireless and security, Logicalis employs nearly 3,500 people worldwide, to meet the needs of almost 6,000 corporate and public sector customers. To achieve this, Logicalis maintains strong partnerships with technology leaders such as Cisco and SAP, across Europe, North America, South America and Asia Pacific.

What can we do for your organisation?
Contact Logicalis to find out how we can help you realise the benefits of smart IT solutions.

Visit us at www.ap.logicalis.com or email us at sgmktg@ap.logicalis.com

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