

SAP AMERICAS

STORAGE AREA NETWORK

SAP Americas Boosts SAN Capacity for Booming Managed Services Business

EXECUTIVE SUMMARY

Technology Challenge

Increase Storage Area Network (SAN) capacity to support rapidly growing Managed Services business; consolidate data center infrastructure to simplify management and gain cost efficiencies

Solution

- Brocade® Professional Services
- Brocade 48000 Directors

Benefits

- Improved SAN scalability, enabling SAP Americas to rapidly add capacity to meet changing business and customer requirements
- Integrated data center and SAN infrastructure, simplifying management and maintenance, while improving operational efficiencies
- Five-year strategic growth plan, eliminating the need for costly redesigns

When SAP Americas launched its new Managed Services division, the U.S. subsidiary of SAP AG had no idea the business would grow so rapidly. Within a year after it began offering hosting and application management services for customers' SAP® solutions, the new division's enterprise accounts soared from two to thirty. By the end of 2006, SAP Americas was hosting and managing applications for large numbers of users.

However, the division's growth also came with challenges. As increasing numbers of Managed Services users tapped into their SAP applications at SAP Americas' headquarters data center, the company realized it needed to rethink and reinforce its existing SAN environment. The infrastructure supports Microsoft Exchange Server and proxy applications used by both employees and Managed Services customers. The SAN's performance is also critical to the division's ability to sustain Service Level Agreements (SLAs) that guarantee customers a high level of response and availability when accessing their SAP solutions.

"Our SAN is vital to our success and we had great success with the redundant, 2 Gbit/sec Brocade SAN we'd used the past five years," says Amram Castiel, IT Manager, SAP Americas. "But, we wanted to add power and scalability to accommodate our growth."

BROCADE PROFESSIONAL SERVICES ASSESSES NEEDS AND DELIVERS THE RIGHT SOLUTION

Recognizing the need for a more comprehensive solution, SAP Americas looked no further than Brocade. "We knew that Brocade could deliver a very powerful solution," Castiel recalls. "So we approached Brocade Professional Services. Our goal was to simplify management and enable efficient, cost-effective deployment of SAN capacity."

The Brocade Solution Consultants assigned to the project did not disappoint. In early 2006, they performed a complete SAN assessment consisting of an onsite data center survey, a review of SAP Americas' business plans and requirements, and numerous in-person and phone interviews. Following this process, the Brocade Solution Consultants designed a comprehensive

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plan based on the phased deployment of 52 Brocade 48000 Directors over a five-year period from 2006 to 2011 (26 directors for each SAN in a redundant configuration).

The new SAN design enables SAP Americas to deploy new directors and SAN equipment at a pace corresponding to its business and revenue requirements. The company can grow as quickly or as slowly as it needs, depending on how fast it can attract new customers.

A COMPLETE, SCALABLE SAN SOLUTION

Based on a three-tier design, the Brocade solution organizes data center components into host, storage, and SAN fabric layers—consolidating all previous and new data center and SAN elements into a single high-performance network. The new design provides a very efficient and easy way to scale a large data center environment. As a result, SAP Americas can add capacity on demand while streamlining management.

Brocade also provided a detailed outline describing exactly when, where, and at what thresholds SAP Americas would need to add new equipment to support growth. This provides a strategy for the non-disruptive deployment of new storage devices and servers. The plan also enables IT staff to rapidly add new equipment to support new customers and increased traffic loads, while maintaining high service levels.

Due to the Brocade 48000 Directors' scalable 4 Gbit/sec performance, SAP Americas can more easily maintain its business-critical SLAs for Managed Services customers. "The solution will enable us to affordably maintain our SLAs as we grow without incurring management or performance issues," Castiel explains.

In addition, the implementation strategy allows SAP Americas to help avoid costly SAN redesign. "The blueprint gives us a framework for rapid deployment that we can leverage for the next five years. It saves us from having to evaluate the data center and go through a lengthy approval process every time we want to add equipment," Castiel notes. Thus, SAP Americas will be able to add new capacity quickly before potentially long administrative delays can cause a problem. "We'll be able to support increasing traffic volumes as efficiently as possible, while eliminating potential downtime," he says.

"The Brocade Professional Services team did an excellent job understanding our business and requirements," concludes Castiel. "We're very confident that the plan they devised will serve us extremely well as our business evolves. Their help was invaluable."

For more information, visit www.brocade.com.

WHY BROCADE

- Ability to provide both the professional services expertise and SAN solutions to help satisfy current and future business needs
- Proven performance of existing Brocade SAN directors

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