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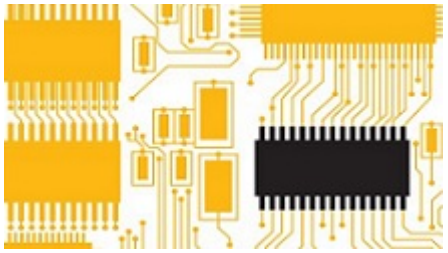
Secure-24: Delivering Innovation and Business Value with SAP® IT Process Automation by Cisco

Businesses are always looking to do more with less, and Secure-24 is committed to providing world-class hosting solutions for SAP software. With the adoption of complex landscapes, it needed a solution that would standardize, unify, and automate operational processes. The SAP® IT Process Automation application by Cisco did just that, maximizing efficiency and cutting costs for Secure-24 and its clients.

More efficient service processes and lower costs

Automated IT means success for Secure-24 and SAP customers



Objectives

- Maximize throughput and performance while ensuring control and governance
- Reduce effort and increase productivity and economies of scale
- Build upon existing relationships by providing superior customer service
- Ensure cutting-edge service capabilities

Why SAP

- Long and trusted partnership delivering success and value to mutual customers
- Significant time being spent on repeatable operations that could be done with the SAP® IT Process Automation application by Cisco
- Ability to integrate with the existing SAP solution landscape

Benefits

- Improved workflow and quality by automating IT processes, freeing up IT staff for strategic, value-adding projects
- Increased customer satisfaction by enabling better customer service

Future plans

- Integrate with the SAP Solution Manager application management solution
- Continue to increase automation levels
- Extend application usage to business workflows and functional teams
- Create an enhanced value capability offering for hosting services

"With nearly a thousand SAP systems managed by our core team, SAP IT Process Automation by Cisco allowed us to deploy a consistent monitoring set across all servers and provided proactive visibility into the health of the SAP solution landscape."

Len Landale, Director of ERP and Application Hosting, Secure-24 LLC

Company
Secure-24 LLC

Headquarters
Southfield, Michigan

Industry
High tech

Products and Services
Application hosting services such as ERP hosting, enterprise private cloud computing, disaster recovery, mobile management, and backup services

Employees
>400

Revenue
US$68 million

Web Site
www.secure-24.com

Partner
Cisco Systems Inc.

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