Hewlett Packard Enterprise

HPE Disaster Tolerance for SAP HANA Service

HPE Packaged Consulting Services

The HPE Disaster Tolerance for SAP HANA Service has been designed to help simplify the process of implementing and configuring SAP HANA System Replication for the ConvergedSystem for SAP HANA, with the goal to accelerate time to value. The service approach is one of knowledge-sharing and providing flexibility in the application of the service to help increase business continuity. The HPE consultant acts as your single point of contact to help ensure the system replication solution is configured according to your requirements and aligns with HPE's and SAP's recommendations and best practices.

Service benefits

- A single point of contact to integrate SAP HANA System Replication in accordance with HPE's and SAP's recommendations.
- Our consultants collect the necessary technical information to configure the HPE ConvergedSystem for SAP HANA for SAP HANA System Replication with the goal to deliver a system in a "ready-to-use" state.
- Our approach emphasizes knowledge-sharing—with a focus on applying the service intended to help you increase business continuity. Our goal is to help you more quickly realize benefits from your ConvergedSystem for SAP HANA in terms of return on investment and total cost of ownership.

Service feature highlights

- Planning and review
- Implementing – Installation of SAP HANA System Replication
- Testing the installation
- Knowledge-sharing

Table 1. Service features

Feature	Delivery specifications
Planning and review	• Prior to service delivery, the HPE technical consultant, working remotely with Customer's designated representative, will review the completed questionnaire for SAP HANA System Replication, looking for any inconsistencies. • The HPE consultant will contact the Customer to clear up any inconsistencies, discuss the prerequisites, and make sure the Customer meets all prerequisites for these services. HPE will work with the Customer to schedule the delivery of the services at a time mutually agreed upon by HPE and the Customer, which shall be during local HPE standard business days and hours, excluding HPE holidays. During service delivery and for up to two ConvergedSystems for SAP HANA , the HPE technical consultant will work with customer to:

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Implementing – Installation of SAP HANA System Replication	• Confirm that an up-to-date backup has been performed • Initiate the primary system for system replication • Establish a connection between the primary and secondary system • Initiate the secondary system and start full system replication • Prepare one client or one application server for connection recovery (not required if HPE High Availability for SAP HANA Service follows) • Monitor status of system replication to ensure both systems are in sync
Testing the installation	• Initiate a takeover • Measure how long the initial full system replication takes • Measure how long it takes for primary and secondary systems to be resynchronized after a connection failure • Measure how long it takes for the secondary system to be fully available after a takeover • Perform a failback to the initial primary system • Review system replication logs
Knowledge-sharing	An informal knowledge-sharing session will be conducted during the delivery of the service. Customer is responsible for ensuring attendance at this session and providing the necessary logistics to enable HPE to provide this session. HPE will provide knowledge transfer as follows: • Basic use and operation of the ConvergedSystem for SAP HANA in the System Replication environment: • Overview of the system replication setup, configuration, and networking dependencies • Overview of the basic administration of System Replication through HANA Studio and command line interface

Service limitations

This service is delivered as a single event at a single physical site on a maximum of two ConvergedSystem for SAP HANA solutions. Environments requiring multiple engagements or phases over longer periods of time are not included with this service but can be accommodated at an additional charge by purchasing additional services. Activities such as, but not limited to, the following are excluded from this service:

- Using or integrating a tape node
- Using or integrating an external SAN storage node
- Re-racking or de-racking existing HPE servers into client racks
- Planning, designing, implementing, or deploying multisite grids
- Adding required services due to causes external to HPE-maintained hardware or software
- Upgrading existing software or hardware
- Making changes to the Customer's network
- Making changes to the Customer's firewall(s)
- Patching of SAP source systems
- Installing or upgrading SAP SBOP BI Platform 4.0
- Installing or upgrading SAP SBOP DS 4.0 or SAP Landscape Transformation or Sybase Replication Server
- Implementing backup and recovery process

Participation in project/engagement meetings and discussions by HPE consultants will be limited to technical reviews, architecture designs, and implementation designs related to the services defined in this document.

Customer will be responsible for the final configuration of HANA software and connectivity to back-end source systems and front-end reporting systems.

The service is delivered during local HPE standard business days and hours, excluding HPE holidays. Service delivery outside these hours is available subject to additional charges.

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Service eligibility

The Customer needs to provide IP addresses, hostnames, and networking configuration guidelines to ensure safe connectivity to the local network prior to the scheduled delivery event.

The Customer needs to provide the consultant remote access to the secondary system when the solution is being implemented between data centers.

A dedicated high-speed Ethernet connection (10 gigabit) is preferred to achieve optimal performance for system replication.

Customer responsibilities

The Customer must meet all prerequisites prior to beginning onsite delivery of the service

- Designating a point of contact to serve as a focal point for all activities during the course of this agreement
- Purchasing or providing all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HPE to provide these services
- Providing a resource to configure all network infrastructures necessary for HPE to provide the services
- Identifying, scheduling, and managing the Customer's respective resources related to this project
- Providing a workstation/laptop to allow installation of HANA Studio; requires a minimum Java Runtime Environment 1.6 or 1.7
- Providing a suitable work area commensurate with the number of onsite HPE consultants; the work area will include desks, chairs, and telephones, and network connections for communicating with HPE's network remotely
- Allowing HPE consultants access to locations where the service is to be delivered

Customer point of contact responsibilities include:

- Providing pertinent and accurate information and requirements outlined within this datasheet in a timely manner
- Identifying and coordinating all non-HPE resources required for this project
- Representing Customer during meetings, reviews, issue resolution, escalation, and scope change approvals
- Providing early notification to HPE if there are any planned changes to the Customer consulting site that will impact HPE's ability to deliver service

General provisions/Other exclusions

Travel charges may apply in some geographic locations. Please contact your local HPE representative for details.

Ordering information

The HPE Disaster Tolerance for SAP HANA Service can be ordered with the following product number:

- P/N H7L28A1 – HPE Disaster Tolerance for SAP HANA Service

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

https://www.hpe.com/tr/en/services/consulting/it-infrastructure.html

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