

Enhancing operational efficiencies

HPE Technical Services for SAP

Many customers are running their core business applications on a HPE-SAP® infrastructure. HPE has a range of problem prevention and improvement services that have helped our customers keep their mission-critical environment running at peak performance, as well as minimizing costly interruptions. These specific services help you achieve these outcomes and protect your business.

HPE Technical Services can help IT managers meet operational, resourcing, and specialized skill requirements through focused and flexible service offerings. This service brief highlights four HPE Technical Services that our customers have found beneficial for their SAP environments.



Solving common challenges that impact IT performance and cost

Customers want to proactively identify potential issues caused by ongoing operational changes

Recommended: HPE Trend Analysis Service for SAP Environments¹ and HPE Performance Analysis for HPE Disk Arrays

The quarterly proactive service analyzes trends for key performance and capacity-related parameters for SAP environments, the operating system, and

the database layer. The findings and key recommendations are summarized quarterly. An annual summary is also provided.²

In addition, a yearly disk array service provides an analysis of the storage subsystem to complete the end-to-end analysis. This should help you to:

- Identify any impacts of implementing ongoing operational changes
- Determine opportunities to help optimize your environment and performance
- Predict future impact on performance and capacity levels, based on current trend data

^{1, 2} Requires purchasing five units of the Trend Analysis service to receive the quarterly and annual summary reports.

Customers want to address performance issues and understand how to tune their environment to get peak performance

Recommended: HPE-SAP Performance and Capacity Management Guided Advice

An expert consults with you to understand your performance-related issues or other requirements. If necessary, they can log on and verify the areas that need attention. Based on the information obtained, HPE will propose appropriate actions for remediation and business continuity. This should help you to:

- Identify and prioritize the specific areas that need attention
- Receive help and guidance from HPE to address the issues

Customers want a cost-effective way to manage performance during a migration project

Recommended: HPE Trend Analysis Service for SAP Environments and HPE-SAP Performance and Capacity Management Technical Services

Prior to migration, a baseline is determined on key parameters for SAP environments, operating system, and the database layer. When functional or performance testing transactions take place, non-performing transactions are identified and improvement recommendations are given. Following migration, the performance is compared to the baseline and key improvement recommendations are made. The key benefits to you are:

- Performance data is documented before and after migration to understand any impacts
- Assistance is provided to take corrective actions and address performance issues during testing and then again after migration
- Solving performance issues before moving to production is important to safeguard your business

Customers want to confirm the “health” of SAP Solution Manager for reliable operation

Recommended: HPE-SAP Solution Manager Health Check

This service helps you to validate your SAP Solution Manager installation to ensure best operational performance and to avoid problems during upcoming projects. Experienced HPE consultants will execute multi-dimensional checks inside the SAP Solution Manager to create a detailed overview of the current system state, identifying gaps and required actions, and estimating the upgrade effort. Verifying your Solution Manager status prior to project commencement helps ensure project success and avoid rework. It also gives you important information during the application lifecycle to keep your Solution Manager in a healthy state during operation. The key benefits to you are:

- Provides a solid and independent baseline and action list to bring the system to a recommended state
- Facilitates a smooth implementation of additional Solution Manager services

How to order

These services can be purchased either as one-time contract or can be part of your annuity support structure using flexible credits.

For more information on how to order the services or additional service offerings, contact your local sales office.

Learn more at [**hpe.com/services/lifecycleevent**](https://hpe.com/services/lifecycleevent)



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