

# Support for SAP HANA and SAP HANA appliances

## Hewlett Packard Enterprise SAP HANA Remote Support Services

- HANA appliances are pre-engineered to meet all SAP key performance indicators.
- HPE SAP HANA Remote Support Services provides remote management, expert support and administration, plus automated monitoring.
- HPE SAP experts provide skills in setting up, managing, and running SAP HANA environments.

End-to-end SAP HANA appliance management, including the appliance, SAP HANA, and how well it's working for you.

### **Do you have a shiny new SAP HANA appliance?**

SAP HANA is critically important to all SAP customers. It has been the path for them to integrate high-speed analytics and new style applications into their SAP environments. It uses an innovative platform, based on in-memory computing, to support and run the SAP HANA database. For many, that required adding SAP HANA appliances to their IT environments.

HPE, an SAP innovation partner, is investing in SAP HANA appliances that leverage our history in delivering highly reliable and easily manageable servers.

We engineer SAP HANA appliances to speed your implementation time and offer certified performance, delivered as preconfigured units. They are built with industry-standard hardware and software components, engineered for high performance and reliability.

We are also on the forefront of all the changes coming in SAP HANA, along with SAP HANA management best practices gained across our customer base. Use our knowledge of SAP HANA operations, disaster recovery, high availability, and backup and recovery to jump-start your SAP HANA journey.

Since they are a true appliance (specified by SAP), they come with their own rules of integration, operation, and change restrictions. No one knows the appliance hardware and software stack better than HPE. Why not let HPE run the technology while you focus on maximizing the business benefit from your HANA investment?

### **SAP HANA system administration—easy and simple**

It's here. It's proven. It's complete—even offering access to a dedicated support team and SAP HANA expert consultants on demand. That is what we offer with HPE SAP HANA Remote Support Services.

First of all, it's a full remote-support offering as you'd expect. Included are:

- Full 24x7 break/fix support
- 24x7 monitoring of the entire system: server, storage, networking, high-availability components, DR replication, and SAP HANA database
- Day-to-day proactive system administration to ensure stable operations

## At-a-glance

Unique to this offering, though, is everything else we do for you:

- Unlike other vendors, HPE works with SAP when support is required for its software or database. You don't have to worry whether it's an SAP-related issue or an HPE issue. We make it ours to address for you.
- After the problem is resolved, we work on your behalf with SAP to conduct a full root-cause analysis.
- Our 24x7 monitoring includes not only the hardware but Linux, SAP HANA software and database.
- Our around-the-clock monitoring uses the tools and processes we've been building for more than 20 years to manage and run SAP environments for clients. It's highly automated, improving value while reducing your costs.
- Our proactive patching services cover everything, including hardware firmware, operating system, and SAP HANA software.
- Our automated management processes and tools provide you with daily backups, with regular OS and SAP HANA file system housekeeping and cleanups, with proactive administration of Linux and the SAP HANA database. Finally, with performance monitoring, we do fine-tuning to address system-wide issues when they arise.
- This service is not only consistently available globally no matter where your SAP HANA environment is located.

## But that's not all.

Also unique is a pair of dedicated HPE SAP HANA delivery leads. You'll know them personally, and they'll know your team.



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They, in turn, draw on a specialized team of SAP HANA consultants. These are not just experienced systems administrators. Rather, they are HPE Services consultants with 10, 20, and even 30 years of IT experience, plus many years implementing, supporting, and managing SAP HANA projects.

Our delivery leads have a personal relationship with you. They participate in your planning meetings, report incidents, and make service or change requests on your behalf. Also, they proactively escalate issues, rather than waiting for you to do so.

They provide you with service delivery status reports and plans. They provide reports about the quality of service you're experiencing, and make recommendations regarding your SAP HANA appliance and environment. They provide root-cause analysis reports, notifying you about the criticality of issues that arise.

In short, this team has the blend of hardware skills, Linux skills, SAP skills, SAP HANA expertise, and IT operations/management experience that you need to get the most value from your SAP HANA projects.

## Business and IT value

This service can play a critical role in helping you quickly adopt and make use of SAP HANA.

- We have clients who have made use of this service on a short-term basis. They jumpstart SAP HANA initiatives and provide support while their own operations staff develops the skills and expertise to assume responsibilities on their own.
- We have clients that started that way, and decided to establish a long-term relationship because of the value we provided.
- We have clients that have now chosen to make the HPE SAP HANA Remote Support Services a standard for all of their SAP HANA appliances.

- The choice is yours. As these are standard, preapproved pricing service packages, it's easy to choose an option that's best for you.

## A complete solution

This is truly an end-to-end appliance management offering. We manage not just the appliance but the SAP HANA database and software in that environment. We work on your behalf with SAP to ensure you're getting the value you expect.

We make sure these services are delivered in ways consistent with your IT operations, by fully integrating it into your ITIL and operational processes. Your SAP HANA delivery leads are integrated into your management team. We take full responsibility for making it work for you.

## A world of expertise and experience for you

- HPE and SAP have been partners in providing enterprise solutions since 1990.
- HPE is a leading innovator for SAP HANA appliances and environments. In 2014, HPE won the SAP Platform Co-Innovation Partner of the Year. HPE was first to market with an as-a-service solution for SAP HANA and with 12TB appliance solutions.
- We support more than 2 million SAP users in 54 countries and more than 10 languages.
- HPE is an SAP Services partner in countries around the world.
- HPE has more than 9,200 SAP professionals in 27 global SAP competency centers. Through 18 global delivery centers, we consistently provide global applications implementations, management, and hosting services around the clock.

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