

HPE Datacenter Care for SAP and SAP HANA

Datacenter Care Addendum

This addendum to the HPE Datacenter Care Service data sheet describes HPE Datacenter Care SAP and SAP HANA service features, which are an optional extension of HPE Datacenter Care Service. Under HPE Datacenter Care Service, a mutually agreed-upon and executed Statement of Work (SOW) will detail the precise combination of reactive and proactive support features provided, including SAP and SAP HANA features, if purchased, based upon your requirements.

Systems running SAP and SAP HANA products are critical to business outcomes and play an integral part in meeting strategic objectives. To help assist you in realizing a sustained benefit from your SAP investment, Hewlett Packard Enterprise provides a Datacenter Care enhancement for SAP and SAP HANA. This service enhancement is designed to help customers achieve their operational and technical goals as efficiently as possible.

These services are available through the use of HPE Proactive Select credits purchased as part of the Datacenter Care agreement, or they may be purchased and priced as an optional feature of HPE Datacenter Care Service. Based upon the number of Proactive Select credits purchased, you can select from the Service selection options specified (see table below) until credits are expended. In addition to the Proactive Select menu options, you can configure time directly into the Datacenter Care agreement to address other needs within your SAP and/or SAP HANA infrastructure. This might include specific assistance and technical consulting from the Hewlett Packard Enterprise SAP and Performance Services Team.

Specifications

SERVICE SELECTION	DESCRIPTION
HPE Proactive Select options for SAP and SAP HANA	HPE Proactive Select services for SAP and SAP HANA start with a proactive delivery plan based upon the Customer's selected options, which is mutually developed by an HPE Datacenter Care Account Support Manager (ASM) and the Customer. The plan will identify the Customer's IT goals and critical success factors. The ASM will then recommend a selection of service activities designed to align with the objectives outlined in the proactive delivery plan.

Specifications

SERVICE SELECTION	DESCRIPTION
	<p>The following SAP and SAP HANA service options are available through the Proactive Select menu using purchased credits, or they may be purchased as part of HPE Datacenter Care Service as described above. Services are provided where available:</p> <ul style="list-style-type: none"> • SAP Performance and Capacity management guided advice • Coordinated patch management for SAP systems • HPE Capacity and Performance Review for SAP Solutions Powered by SAP HANA • Performance consulting: Operating system (Linux®, Windows®, HP-UX)—basic package • HPE Application Standard Meter Service • SAP Performance and Capacity Management Technical Services • HPE Trend Analysis for SAP Environments • HPE Performance Analysis Service for HPE Disk Arrays (HPE XP Storage, HPE 3PAR, HPE EVA Enterprise Virtual Array, and HPE StoreVirtual P4000) • SAP Solution Manager—HANA integration • SAP Solution Manager Health Check
<p>SAP Performance Services</p>	<p>The Customer may choose the following services for SAP environments that apply end-to-end proactive SAP Performance and Capacity Management Technical Services.</p> <p>With these service options, the Customer will receive assistance from the HPE SAP and Performance Services Team to create a “service plan” for his SAP environment that is individually managed by an SAP Account Performance Consultant, and can apply additional SAP or SAP HANA services that are not available in the Proactive Select menu.</p> <p>For additional questions, contact performance.team@hpe.com.</p>
<p>Service delivery</p>	<p>Service feature options described in this data sheet are provided where available. The Customer should review required services with the ASM to validate their availability. Delivery is provided by the technical consultant for all services except the Application Standard Meter Service.</p>

SERVICE FOCUS	DESCRIPTION
<p>HPE Technical Services for SAP and SAP HANA</p>	
<p>SAP Application Layer services</p>	<p>HPE Capacity and Performance Review for SAP Solutions Powered by SAP HANA</p> <p>This quarterly proactive service provides an analysis of the key capacity and performance metrics for SAP solutions powered by SAP HANA over a defined period of time. It detects potential issues or resource shortages and documents and analyzes the key findings separately for the operating system, the HANA database, and the SAP application.</p> <p>HPE Trend Analysis Service for SAP Environments</p> <p>This quarterly proactive service analyzes trends for key performance and capacity-related parameters for SAP, the operating system, and the database layer. The findings and Hewlett Packard Enterprise’s key recommendations based upon those findings are reported to the Customer quarterly. An annual summary is provided to summarize the quarterly report(s).</p> <p>Frequency:</p> <p>At a minimum, Hewlett Packard Enterprise recommends that the Customer apply one of these services to the most critical covered systems every quarter.</p>

Specifications

SERVICE FOCUS	DESCRIPTION
	<p>SAP Performance and Capacity Management Technical Services</p> <p>This service analyzes and tunes costly SQL statements in the Customer's own code. This can help the Customer to:</p> <ul style="list-style-type: none"> • Reduce consumption in terms of CPU and RAM utilization and free up resources for an SAP HANA database • Save capacity for a production SAP HANA database • Speed up programs or queries that run the analyzed SQL statements <p>These service options can be applied to covered systems to help reduce the load to an SAP HANA database due to costly SQL statements.</p>
OS layer services	<p>Performance Analysis for Linux systems</p> <p>If the HPE Capacity and Performance Review for SAP Solutions Powered by SAP HANA service revealed an issue on the OS layer, then this service will provide a detailed view of the three key components of the system I/O stack, CPU, and (virtual) memory. (Even a temporary over-allocation of memory can create a severe performance bottleneck.) This service provides a written report, including graphical evaluation of collected data, analysis of the current situation, and Hewlett Packard Enterprise's recommendations with an action plan. This can help the Customer to:</p> <ul style="list-style-type: none"> • Identify and anticipate current and potential future bottlenecks to improve performance • Improve the performance and load distribution of a system • Make better decisions about system enhancements as this report can be used for capacity planning <p>Performance consulting: Operating system (Linux, Windows, HP-UX)—basic package</p> <p>This service feature can be applied once a year to the system where the SAP Application Layer service has been performed and is conducted by a technical consultant. The outcome of this service is a report that covers important OS metrics like CPU, memory, and I/O.</p> <p>Frequency:</p> <p>One of these services can be applied to covered systems proactively once a year or on demand.</p>
Virtual environment	<p>Performance and Capacity Analysis for Virtual Environments</p> <p>This service provides an analysis of virtual infrastructure capacity utilization and performance for virtualized environments and related HPE ProLiant servers, storage, and network devices, as well as VMware® and Microsoft® hypervisors. Data collection and analysis are performed on a Customer-identified segment of the Customer's environment. Service is limited to up to one populated enclosure, eight standalone servers, or one storage array. The data collection and Hewlett Packard Enterprise analysis are limited to eight VMware ESX hosts that are part of a cluster; associated SAN switches and the network utilized by that product are covered.</p> <p>If the Customer needs to extend this service to the storage layer, the services that follow can be added for this purpose.</p> <p>Frequency:</p> <p>This service can be applied to covered systems proactively once a year or on demand.</p>

Specifications

SERVICE FOCUS	DESCRIPTION
Storage layer	<p>HPE Performance Analysis Service for HPE Disk Arrays</p> <p>If the HPE Capacity and Performance Review for SAP Solutions Powered by SAP HANA service revealed an issue on the storage layer, then this service will provide a detailed analysis of the I/O pattern, including I/O rate, throughput, I/O block size, and response time behavior, as well as utilization of the storage internal components. Hewlett Packard Enterprise's recommendations may include making configuration changes, rebalancing the workload, or adding additional capacity. These are designed to help the Customer to:</p> <ul style="list-style-type: none"> • Improve or maintain array performance and availability • Make informed decisions based on actual performance during typical and/or peak workloads • Establish a reference baseline for future performance analysis and change planning • Plan timely capacity upgrades to avoid unnecessary and costly reactive upgrades <p>Frequency:</p> <p>This service can be applied to covered systems proactively twice a year or on demand. Hewlett Packard Enterprise recommends that customers include the HPE Performance Analysis for HPE Disk Arrays yearly.</p> <p>HPE Proactive Performance Overview for HPE Disk Arrays</p> <p>This yearly disk array service provides an overview of the storage subsystem to complete an end-to-end analysis. This should help the Customer to:</p> <ul style="list-style-type: none"> • Identify any impact on implementing ongoing operational changes • Determine opportunities to help improve the Customer's environment and performance • Predict the future impact on performance and capacity levels based on current trend data <p>Frequency:</p> <p>This service can be applied twice a year to the same system where SAP Application Layer services have been applied.</p>
Special services	<p>HPE Application Standard Meter Service</p> <p>This service provides resource consumption analysis using the methodology described below.</p> <p>APS is a Web service designed to provide an accurate measurement and automatic analysis of resource consumption of SAP Application Performance Standard (SAPS), Standard Performance Evaluation Corporation (SPEC), and transactions per minute C (tpmC) of TPC-C for consolidated application systems, helping companies to achieve more accurate measurements, even in highly dynamic virtualized, consolidated, and cloud-based environments. Reports are provided based on innovative visual analysis technology. For more details on this service, refer to the data sheet; any services provided will be detailed in the SOW.</p> <p>Coordinated patch management for SAP systems</p> <p>Hewlett Packard Enterprise recommends operating system patch management for critical SAP systems. Under this service, HPE provides patch recommendations for the OS based on known issues, fixes, or HPE best practices. These recommendations are intended to help enable more efficient functioning of SAP software running on top of HPE hardware or OSs.</p>

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SERVICE FOCUS	DESCRIPTION
<p>SAP Solution Manager services</p>	<p>SAP Solution Manager—HANA integration</p> <p>The HANA integration into the SAP Solution Manager connects the HANA database and ensures that technical monitoring is activated in order to monitor the HANA status and availability. In addition, Early Watch Alert (EWA) reports re activated.</p> <p>This service will be performed by an experienced technical consultant.</p> <p>A "RunSAP" certification for Hewlett Packard Enterprise is required for this service to be provided. This certifies Hewlett Packard Enterprise as an SAP certified partner to implement HANA monitoring.</p> <p>SAP Solution Manager Health Check</p> <p>This service helps validate the SAP Solution Manager installation to help ensure the best operational performance and help avoid problems during upcoming projects. Verifying SAP Solution Manager status prior to the start of the project can help increase project success and avoid rework. It also gives important information during the application lifecycle designed to keep the SAP Solution Manager in a healthy state during operation. The intended key benefits to the Customer are that it:</p> <ul style="list-style-type: none"> • Provides a solid and independent baseline and action list to bring the system to a recommended state • Facilitates a smooth implementation of additional SAP Solution Manager services <p>Experienced Hewlett Packard Enterprise consultants will execute multidimensional checks inside the SAP Solution Manager to create a detailed overview of the current system state, identifying gaps and required actions recommended by HPE, and estimating the upgrade effort.</p> <p>Frequency:</p> <p>This service can be applied to covered systems once or twice a year for maintenance purposes or prior to any SAP Solution Manager project.</p>
<p>APC—the Account Performance Consultant</p>	<p>The HPE Account Performance Consultant (APC) for SAP environments is a technical expert from the Hewlett Packard Enterprise SAP and Performance Services Team. The APC works as a single point of contact for all performance and capacity topics.</p> <p>The APC manages the following:</p> <ul style="list-style-type: none"> • Assessment of requirements and scope: Based on the Customer input, a "service plan" will be compiled; it comprises services for SAP systems and further technical layers (OS, database, storage, and virtualization), as well as a package of "services on demand" for unpredictable events. • Advising the Customer on implementing the necessary data collectors. • Providing delivery of all proactive services based on the "service plan"; this determines the start of the Performance and Capacity Management. <p>The APC will communicate the results of the proactive services to the Customer and will recommend further actions if necessary.</p> <p>The APC also works as a first contact partner to collect additional requirements raised by the Customer or user complaints (e.g., if additional services around critical events like updates and OS/DB upgrades are required).</p> <p>The Customer should budget a minimum of 20 days per year for the SAP APC service.</p>

Specifications

SERVICE FOCUS	DESCRIPTION
SAP typical customer cases to match service	
	The information that follows provides a sample selection of services designed to meet business requirements. These are standard options that are chosen by the Customer.
Mission-critical SAP system	<ul style="list-style-type: none">• HPE Trend Analysis Service for SAP Environments• Performance consulting: Operating system (Linux, Windows, HP-UX)—basic package• Performance Analysis for HPE Disk Arrays• SAP Solution Manager Health Check
Mission-critical SAP HANA system	<ul style="list-style-type: none">• HPE Capacity and Performance Review for SAP Solutions Powered by SAP HANA• Performance consulting: Operating system (Linux, Windows, HP-UX)—basic package• Performance Analysis for HPE Disk Arrays• SAP Solution Manager Health Check
Non-SAP system	<ul style="list-style-type: none">• Performance consulting: Operating system Linux, Windows, HP-UX)—basic package• Performance Analysis for HPE Disk Arrays
Service limitations	<p>Where Hewlett Packard Enterprise is providing recommendations for the service selections specified above, HPE is providing them based upon the information available at such time, and is relying on the accuracy and completeness of any information provided by the Customer used to provide this service. HPE's recommendations are provided with the intention of helping the Customer identify and assess possible improvements in those areas as detailed above. Any implementation of the recommendations that result as output of the service is outside the scope of these services.</p> <p>For best compilation of services and service package, contact performance.team@hpe.com.</p>

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