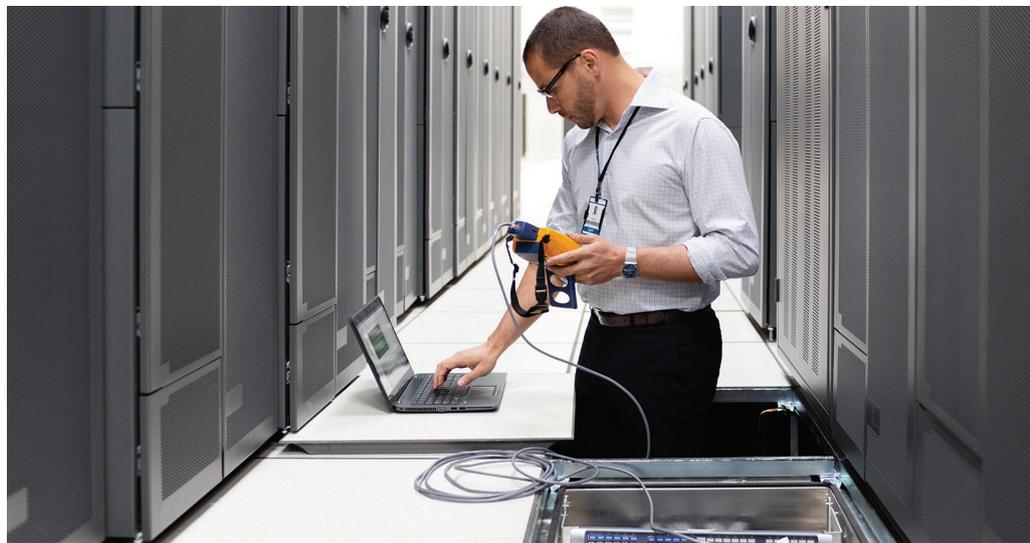# Enhancing operational efficiencies

Hewlett Packard Enterprise—Technical Services for SAP HANA

SAP® HANA is designed for fast data access and efficient processing of bulk data to suit today's business needs. However, it is a new complex technology. It is used in mission-critical IT production environments. Hewlett Packard Enterprise (HPE) has the architecture, expertise, and vision to meet SAP HANA infrastructure needs. As such, a proactive service approach does make sense to provide the IT manager with an in-depth view to the technical layer of HANA on a regular basis, anticipating and addressing potential problems before they have a major impact on the business.

Hewlett Packard Enterprise Technical Services can help IT managers meet operational, resourcing, and specialized skill requirements through focused and flexible service offerings.

Solve challenges impacting performance and cost

Customers want to enjoy peak performance of their HANA database and connected SAP system
Service: HPE Capacity and Performance Review for SAP Solutions powered by SAP HANA
This 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—documenting and analyzing the key findings separately for the Linux® operating system, the HANA database (DB), and the SAP application.

The key benefits for you are:

- Helps enable availability and smooth operations of the SAP solution powered by HANA system

- Assists with planning for future capacity demands and can alert you to potential system issues

- Provides specific recommendations to address identified issues

Customers want help with improving the performance and capacity situation of their systems and make better decisions about system enhancements
Performance analysis for Linux systems
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 provides a detailed view of the three key components of your system I/O stack, CPU, and (virtual) memory (Even temporary over-allocation of memory is a severe performance bottleneck). It provides a written report including graphical evaluation of collected data, analysis of the current situation, and recommendations with an action plan. This should help you to:

- Identify and anticipate current and potential future bottlenecks to improve performance

- Improve the performance and load distribution of your system

- Make better decisions about system enhancements as this report can be used for capacity planning

Customers want to have stable and reliable performance for their storage throughout its lifetime
Service: HPE Performance Analysis Service for HPE Disk Arrays
If the "Hewlett Packard Enterprise Capacity and Performance Review for SAP Solutions powered by SAP HANA" service revealed an issue on the storage layer, then this service provides a detailed I/O analysis of bandwidth and throughput. Recommendations may include making configuration changes, rebalancing the workload, or adding additional capacity. The key benefits to you are:

- Improve or maintain array performance and availability

- Make informed decisions based on actual performance during typical 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

Customers want help making sure SQL statements are fine-tuned on a regular basis before they have a negative impact on the HANA database
Service: SAP Performance and Capacity Management Technical Services
You can use this service to analyze and tune costly SQL statements in your own code. This should help you to:

- Reduce consumption in terms of CPU and RAM utilization and free up resources for your HANA database

- Save capacity for your production HANA database

- Speed up programs or queries, which run the analyzed SQL statements

How to order
These services can be purchased either as one-time **Technical Services** or can be part of your annuity support structure using flexible HPE **Proactive Select** credits.

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

Learn more at
**HPE Technology Services for
HPE ConvergedSystem
for SAP HANA**

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