



# HPE Datacenter Care for SAP HANA Tailored Datacenter Integration (TDI)

## HPE Packaged Support Services

*This data sheet addendum to the HPE Datacenter Care data sheet describes the features of the HPE SAP HANA Tailored Datacenter Integration Support Service, which is an optional extension of HPE Datacenter Care services. Under HPE Datacenter Care services, a mutually agreed-upon and executed Statement of Work (SOW) will detail the precise combination of hardware that is supported and the reactive and proactive support features that are provided, which may include the HPE SAP HANA Tailored Datacenter Integration Support Service, if purchased, based upon your requirements.*

HPE SAP HANA Tailored Datacenter Integration Support Service provides context-aware remote SAP HANA Tailored Datacenter Integration (TDI) support services for eligible Hewlett Packard Enterprise and SAP products included in your SAP HANA TDI infrastructure. With HPE SAP HANA Tailored Datacenter Integration Support Service, your IT staff has access to the HPE SAP HANA Center of Excellence, as detailed below. HPE SAP HANA Center of Excellence works with your IT team to provide support on problem diagnosis and help work towards resolution of incidents on covered HPE TDI compute blocks. Eligible HPE hardware products under this coverage receive assistance with troubleshooting problems and identifying potential configuration and hardware-related issues. Only HPE TDI compute blocks, based on certified HPE appliance compute servers, are eligible for this service. Please refer to the Certified and Supported SAP HANA Hardware Directory for listings of HPE certified appliance compute servers. The Certified and Supported SAP HANA Hardware Directory is available on the SAP support portal. This support service does not include assistance with troubleshooting incidents related to virtualized SAP HANA environments.

If you are unable to determine the nature of an HPE SAP HANA TDI problem, you may contact Hewlett Packard Enterprise directly. You can make the first call directly to the HPE SAP HANA Center of Excellence to help make this determination. If the reported incident is related to the SAP HANA database, based upon your preference, either HPE can initiate the collaborative engagement with SAP, or you can contact SAP directly to initiate the engagement. In situations where you are able to determine that the nature of the problem is SAP HANA database related, HPE recommends that you contact SAP directly.

If initiated by Hewlett Packard Enterprise, the collaborative engagement with SAP includes HPE opening a call on your behalf with SAP utilizing the SAP workflow call management system under your active support agreement with SAP. HPE will engage with SAP and provide information about your support issue. If the call is transitioned to SAP, the call will be subject to the support service-level experience or attributes of the support agreement you have with SAP. Once SAP is engaged, HPE will keep the case open for further collaboration in the event that it is determined to be a covered HPE-related incident, in which case you can resume the service issue with HPE by referencing the original call identification number. HPE will then monitor the case status utilizing the SAP workflow call management system. Accordingly, if the incident is with a covered HPE hardware product, HPE will provide the technical hardware support, remotely or onsite, based upon the purchased hardware support or warranty coverage level.

### **Service benefits**

- Helps keep your IT resources focused on their core tasks and priorities
- Can help improve SAP HANA system performance and reduce downtime on covered HPE hardware or software
- Helps you to realize the benefits of the SAP HANA TDI deployment model
- Provides context-aware problem resolution through trained SAP HANA technical HPE resources

## Service feature highlights

- HPE onboarding analysis
- HPE SAP HANA TDI support
- Assigned account support manager (ASM)

**Table 1. Service features**

Feature	Delivery specifications
<b>HPE onboarding analysis</b>	<p>This service provides an onboarding process that includes a review of the environment and identification of any issues that will impair support delivery. Customers must resolve identified issues in order to begin to place service calls to the HPE SAP HANA Center of Excellence.</p> <p>The Hewlett Packard Enterprise account support manager (ASM), working remotely with the Customer's designated representative, will schedule a pre-support SAP HANA system onboarding analysis at a mutually agreed-upon time, which shall be during local HPE standard business days and hours excluding HPE holidays. The onboarding environment review will be conducted onsite, will not exceed five days in duration, and will be preceded by a remote pre-onboarding meeting. Further onboarding details and requirements will be provided in advance of the scheduled onboarding activity.</p> <p>The onsite onboarding environment review will provide the following SAP HANA solution elements:</p> <ul style="list-style-type: none"> <li>• Verify compute block certification compliance with the Certified and Supported SAP HANA Hardware Directory</li> <li>• Ascertain the status of SAP HANA solution certification</li> <li>• Acquire diagrams</li> <li>• Acquire log files</li> <li>• Document firmware/driver levels</li> <li>• Validate SAP HANA support levels</li> <li>• Review proactive deliverables, reactive process, and support tools</li> </ul> <p>The ASM will contact the Customer to review onboarding results, discuss any identified issues related to call activation, and detail the next steps and actions required for the Customer to be able to place service calls.</p>
<b>HPE SAP HANA TDI support</b>	<p>Upon completion of the onboarding process and after all outstanding issues identified as a result of that process have been resolved by the Customer as determined by Hewlett Packard Enterprise, access to the HPE SAP HANA Center of Excellence will be activated. The Customer understands and agrees that there will be no reduction in support fees charged for HPE SAP HANA Tailored Datacenter Integration Support Service during any period of non-access to the HPE SAP HANA Center of Excellence, either prior to, during, or upon completion of the onboarding process or while the Customer addresses and resolves any issues identified as a result of the output of this process.</p> <p>Once access is activated by HPE, the Customer can access the HPE SAP HANA Center of Excellence via telephone or via electronic communication to request assistance in resolving HPE SAP HANA infrastructure implementation or covered hardware or software incidents. An HPE SAP HANA Center of Excellence authorized representative will contact the Customer to begin technical support service within two hours after the service request has been logged, if this time falls within the contracted coverage window and the call has been logged directly with HPE.</p> <p>Once a service call has been placed, the Customer will receive assistance in troubleshooting problems and identifying potential configuration and hardware-related incidents on covered, eligible HPE SAP HANA TDI compute blocks. For hardware-related incidents, a service request is logged to the HPE dispatch desk on the Customer's behalf. If the problem is associated with third-party storage components listed in the SAP HANA Hardware Directory, then these products are not covered under these HPE SAP HANA support services and the Customer should engage the third-party vendor directly. HPE, SAP, and certain third-party vendors may collaborate on certain incidents using the SAP workflow call management system on the Customer's behalf. If the call is transitioned to SAP, the call will be subject to the support service-level experience or attributes of the support agreement between the Customer and SAP.</p> <p>If the reported incident is related to the SAP HANA database, based upon the Customer's preference, either Hewlett Packard Enterprise will initiate the collaborative engagement with SAP, or the Customer may contact SAP directly to initiate the engagement. If HPE begins to troubleshoot the incident and determines that a problem is related to SAP HANA, HPE will initiate a call with the SAP workflow call management system. HPE will engage SAP and provide information about the Customer's incident under the Customer's active support agreement with SAP. It will then be the responsibility of SAP to resolve the Customer's issue. Once the call has been transitioned to SAP, it will be subject to the support service-level experience or attributes of the agreement between the Customer and SAP, and HPE will have no further action or obligations.</p>

Placement of calls using the SAP workflow call management system can be provided only in cases where the Customer has an appropriate active support agreement in place with SAP and provided the Customer has ensured that HPE can submit calls on the Customer's behalf for the limited purpose of placing a support call with SAP.

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**Assigned account support manager (ASM)**

The Hewlett Packard Enterprise account support manager (ASM) is an account assigned resource who collaborates with the Customer to gain an understanding of the Customer's specific needs and tailors the support experience accordingly.

At the beginning of the services support period, a mutually agreed-upon Account Support Plan (ASP) will be developed by the Hewlett Packard Enterprise ASM, working in conjunction with the Customer's IT staff. The Customer will need to provide, in a timely manner, knowledgeable resources to assist in developing the ASP. The ASP will document the reactive and proactive support, devices, geographic coverage, and other support aspects provided by this service. The ASP will also detail roles and responsibilities, along with contact information and escalation procedures, and will be completed with the Customer as part of the startup phase of this service.

Semiannually, the Hewlett Packard Enterprise ASM will conduct business planning and review meetings to help align HPE support activities with any changing business requirements and any new technology or IT services. These reviews will provide an opportunity to discuss trends, any planned changes to the Customer's IT environment and business, and the impact of these changes to the Customer's support requirements. Any additional support requirements can also be identified and discussed, and may be subject to the change management process.

These review sessions will provide an open communication forum for the Customer to share the organization's business and IT goals, and to gain an understanding of what changes, if any, may be needed to the service throughout the term of this SOW.

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## Service limitations

This Datacenter Care support service must be purchased for each HPE SAP HANA TDI compute block in the Customer's environment that requires support coverage. Conditions set forth in the onboarding process must be met before support calls can be accepted by the HPE SAP HANA Center of Excellence. This service is applicable only to environments with solution designs that include non-virtualized HPE SAP HANA TDI compute blocks. Virtualized SAP HANA environments are not eligible for this support service.

## Service eligibility

HPE reactive support or existing warranty coverage must be available and under coverage with Hewlett Packard Enterprise for all HPE hardware components in the covered HPE SAP HANA TDI solution. Only HPE TDI compute blocks based on certified HPE appliance compute servers are eligible for this service. Please refer to the Certified and Supported SAP HANA Hardware Directory for listings of HPE certified appliance compute servers. The Certified and Supported SAP HANA Hardware Directory is available on the SAP support portal.

## Customer responsibilities

In order for Hewlett Packard Enterprise to provide HPE SAP HANA Tailored Datacenter Integration Support Service, the Customer must have an active SAP HANA support agreement. In addition, the Customer must provide HPE with all relevant information needed for HPE to initiate a service call with SAP on behalf of the Customer. Coverage is limited to eligible HPE and SAP products only. HPE will not transfer calls directly to any other third-party vendor products and assumes no responsibility for failure to do so. HPE's obligations are limited to the placement of support calls only with SAP, if permitted. Purchase of HPE SAP HANA Tailored Datacenter Integration Support Service does not assign the support agreement between the Customer and SAP to HPE. The Customer remains responsible for the performance of all obligations under such agreements between the Customer and SAP; these include payment of all applicable fees, including any fees that may apply as a result of logging calls with SAP. HPE is not liable for the performance or non-performance of third-party vendors, their products, or their support services.

## Coverage

Call-in service is available 24 hours a day, Monday through Sunday including HPE holidays. The coverage window for SAP products is dictated by the Customer's support agreements with SAP and third-party vendors, respectively.

## **General provisions/Other exclusions**

Travel charges may apply in some geographic locations. Please contact a local Hewlett Packard Enterprise representative for details.

## **Ordering information**

This service is available and orderable as part of the HPE Datacenter Care portfolio. This addendum will serve as an attachment to a Datacenter Care SOW.

## **For more information**

For more information on Hewlett Packard Enterprise Support Services, contact any of our worldwide sales offices or visit the following websites:

[www.hpe.com/services/support](http://www.hpe.com/services/support)

[www.hpe.com/services/consulting](http://www.hpe.com/services/consulting)

