



Brochure

Overcome complexities of SAP HANA TDI

Solutions for your HPE SAP HANA Tailored Datacenter
Infrastructure



Hewlett Packard
Enterprise

SAP HANA is a journey, not a destination

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

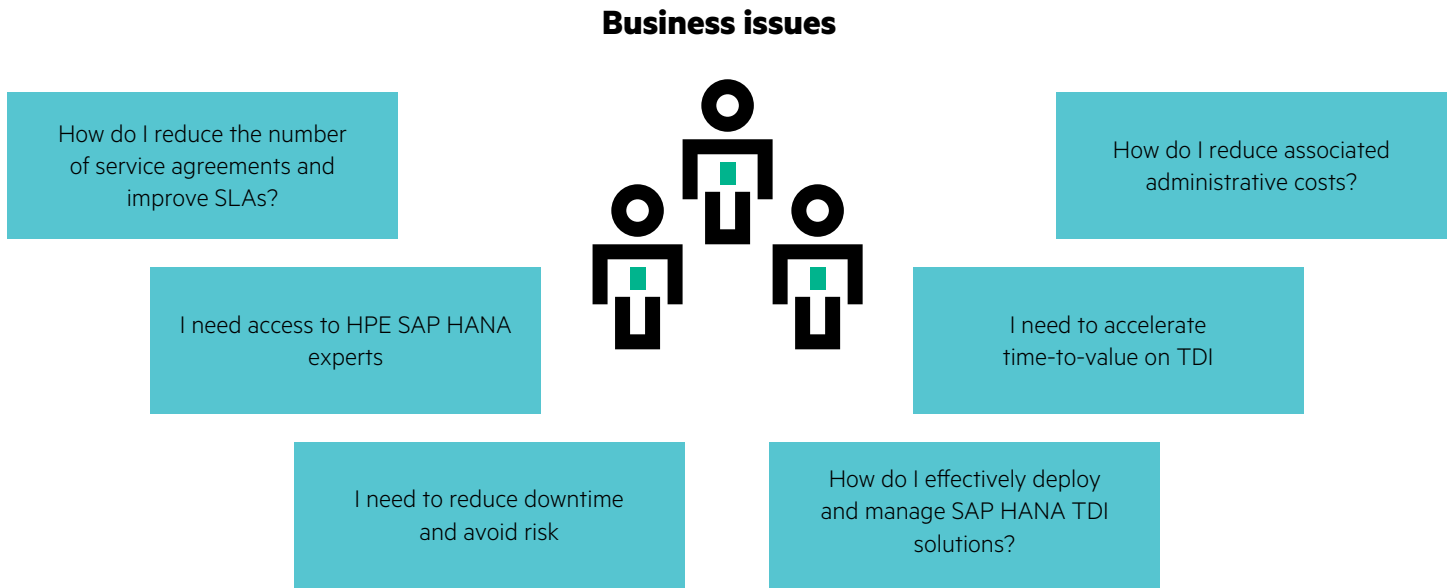
Over time, SAP® HANA has evolved from a core data platform into an innovative enterprise application platform that supports business applications both on premise and on demand. This journey has not reached its conclusion—far from it, in fact. More applications will be enabled by SAP HANA in the near future.

In this journey, enterprises today are considering varied deployment models: The appliances-based model is the most popular and highly consumed model and carries the least amount of risk as it is pre-integrated with the necessary hardware and software components. With the advent of cloud, organizations are evaluating options such as HANA as a service or HANA infrastructure as a service as means of deployment.

A more tailored and flexible approach is also needed for enterprises who keep costs in the forefront and need options of re-using existing or preferred compute, storage, or networking components.

At HPE, we recognize SAP HANA is a journey, and we'll meet you where you are, with the industries best portfolio of SAP HANA solutions, regardless of the deployment model you choose.





Where do you start?

Start with the HPE advantage

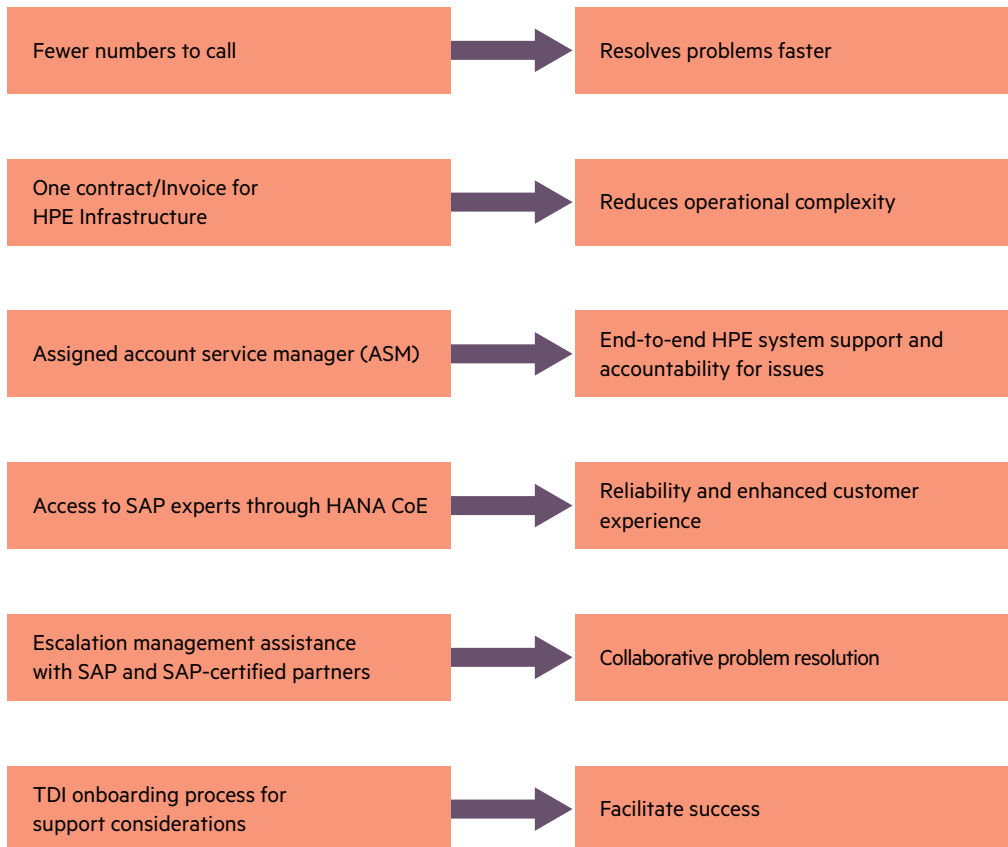


Figure 1: Managing SAP HANA TDI environment can be challenging

HPE Datacenter Care

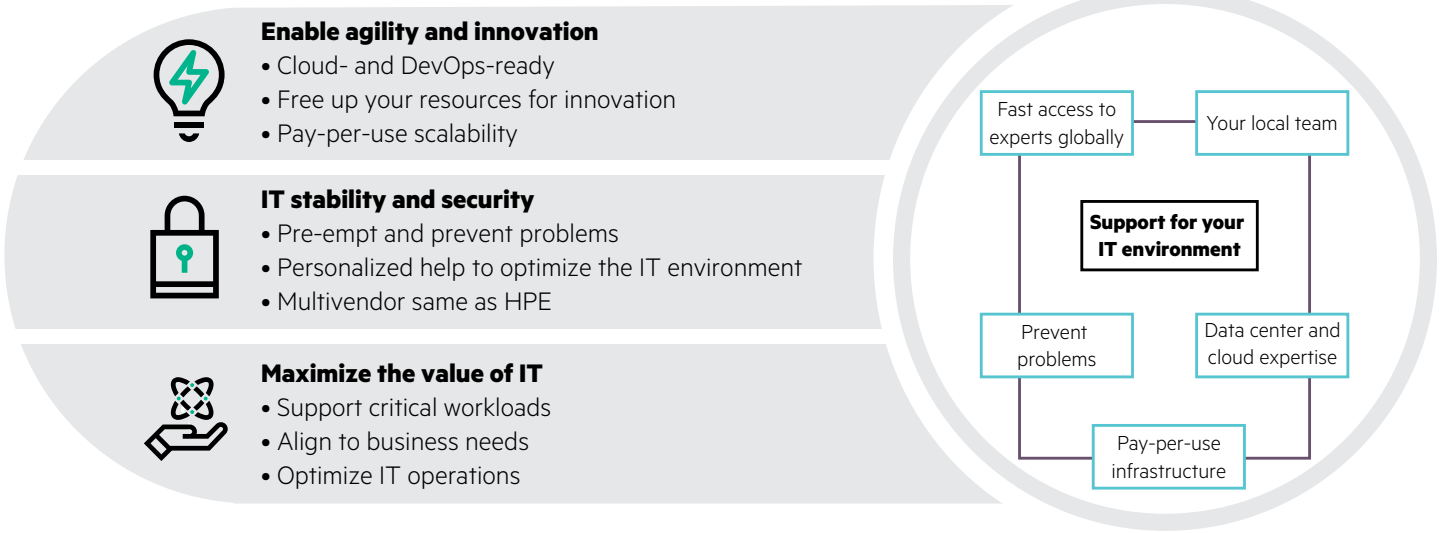


Figure 2: Flexible service tailored to your business needs

HPE Datacenter Care (DC) delivers the experience you need for the New Style of Business, your way. Accelerate innovation as you free up your resources.

Transition to hybrid IT. Improve IT stability as you reduce complexity and risk in the data center. Increase the value of IT to the business with support aligned to your business and budget needs. Reduce business outages by enhancing availability for critical workloads. In the circle, in figure 2, are the ways we deliver this experience.

Tailored services for your HANA journey

HPE helps customers reduce complexity; save time and costs; improve availability and performance; and free up IT staff to concentrate on innovation. Wherever you are on your HANA journey, with HPE Datacenter Care for SAP HANA Tailored Datacenter Integration (DC for SAP HANA TDI) service, you can deploy, operate, and evolve your TDI infrastructure. With this service, you realize full benefits of the SAP HANA TDI deployment model as your HPE IT infrastructure problems are resolved faster by trained HPE SAP HANA technical experts. Moreover, you receive greater ability for your IT resources to stay focused on core tasks and priorities and you get higher performance on your SAP HANA system with reduced downtime on covered HPE hardware or software.

As a part of the HPE Technology Services portfolio, DC for SAP HANA TDI service is personalized. You can decide how, when, and where to receive support for your HPE SAP HANA TDI systems. Our portfolio is simplified—with context-aware problem resolution through trained SAP HANA technical HPE resources, HPE helps you to realize full benefits of the HPE SAP HANA TDI deployment model.

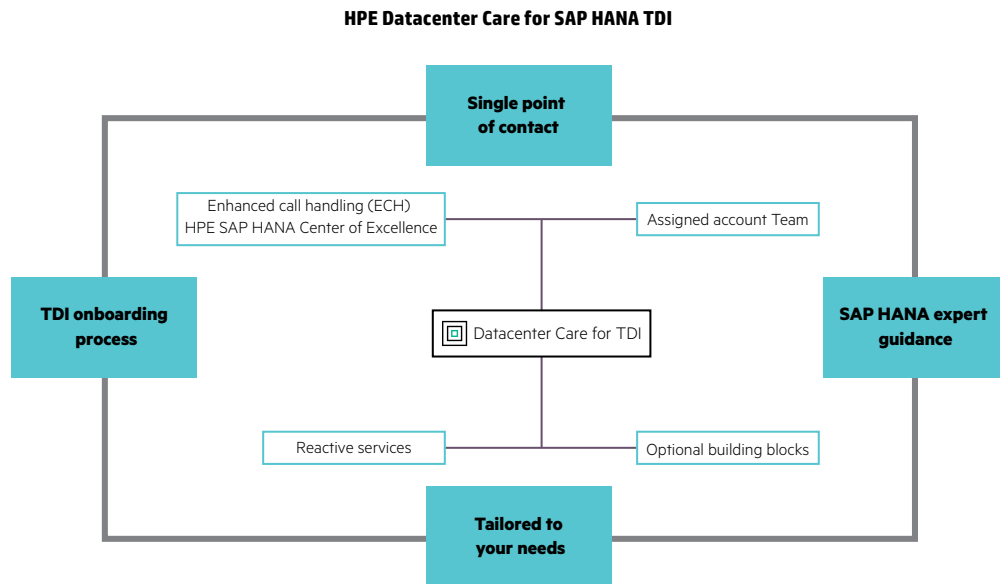


Figure 3: Flexibility with the HPE Datacenter Care solution

You selected SAP HANA because it is a powerful platform, and the Tailored Datacenter Integration deployment model fits your IT strategy. DC for SAP HANA TDI is a module within the HPE Datacenter Care service. The service is recommended for customers who have chosen to deploy SAP HANA using the SAP TDI deployment model that require SAP HANA context-aware support.

HPE DC SAP HANA TDI service provides context-aware remote support services for eligible HPE and SAP products included in your infrastructure. With this service, you have access to HPE SAP HANA Center of Excellence (CoE) that supports your IT teams with problem diagnosis and helps toward resolution for incidents on covered HPE branded TDI compute blocks. You receive assistance in troubleshooting problems and identifying potential configuration- and hardware-related issues on HPE TDI compute blocks.

The collaborative engagement with SAP includes HPE opening a call on your behalf with SAP utilizing the SAP workflow call management system. HPE will engage SAP and provide information about your issue. If the call is transitioned to SAP, the call will be subject to the support service level experience or attributes of the agreement between you and SAP.

HPE DC SAP HANA TDI service is designed for simplicity and reliability. It can help to improve SAP HANA system performance and reduce downtime on covered HPE hardware or software. Support case are managed by engineers specialized in HPE SAP HANA infrastructure. You receive specific DC onboarding processes to achieve success and accelerate time-to-value. Assigned account team provides personalized technical and operational advice, pre- and post-onboarding activities.

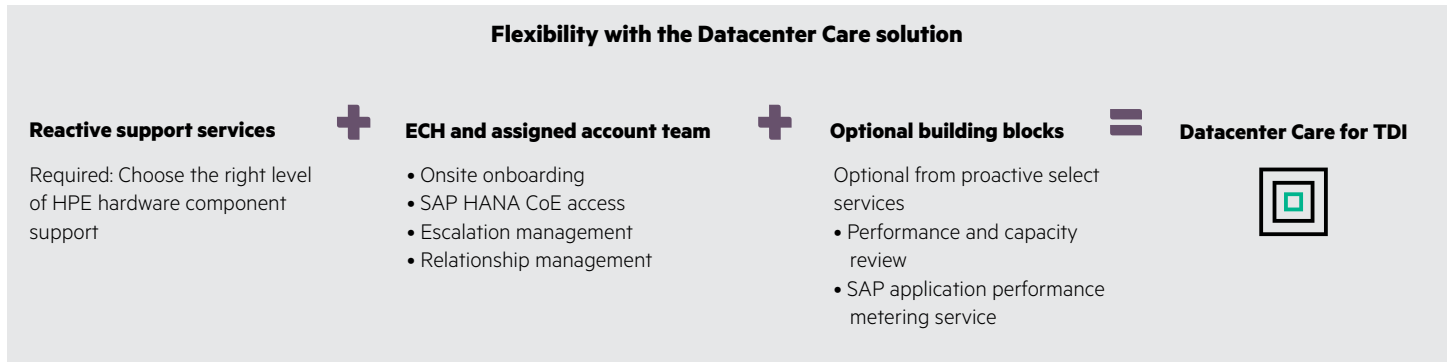


Figure 4: Build a TDI solution to meet your specific requirements

- Why Hewlett Packard Enterprise?¹**
- **Over 25-year** partnership with SAP
 - **46 percent** of SAP licenses are sold on HPE
 - **Over 77,000** SAP installations—across **more than 50** countries around the world
 - **Only HPE** can get to **12 TB** with a general availability system certified by SAP
 - **Only HPE** automated unattended HA (High availability) and DR (Disaster Recovery)
 - **Over 500 HPE experts** for SAP HANA
 - **Over 15,000** HPE consultants and service functions support the SAP customer journey
 - **Over 1,500** joint SAP HANA installations

Reactive support services (hardware component support): Save time by calling HPE first for comprehensive coverage, meet your service-level commitments, and connect to HPE for faster problem resolution. Reactive Support Service is composed of comprehensive hardware and operating systems services that increases the availability of your IT infrastructure. You can meet your service-level commitments with a variety of coverage levels and response times.

Multiple levels of reactive support:

- Choose from a broad range of hardware and OS reactive service levels
- Pick the coverage to help meet IT uptime and budget requirements
- Configure different service levels with flexibility
- Cover new devices easily as they are added to your environment

Enhanced call handling: Provides access to SAP HANA technical experts

With ECH, your incidents are managed by a HPE Technical HANA solution specialist, who has end-to-end call ownership and provides resolution on HPE SAP HANA TDI infrastructure. You can experience a consistent support experience with priority elevation and critical event management. HPE SAP HANA CoE collaborates on complex problem diagnosis and resolution with:

- Pre-qualified HPE Hardware Partners
- Pre-qualified HPE Software Partners
- HPE Labs and HPE Engineering

¹ HPE internal reporting, 2015



Your assigned account support manager (ASM): The ASM is an account-assigned resource who collaborates with the customer to understand their specific needs and tailor their support experience accordingly. Your assigned ASM:

- Is your advisor from HPE
- Tailors support to meet your unique needs
- Orchestrates nearly all of your service deliverables including onboarding
- Helps with the creation of Account Support Plan (ASP) with roles and responsibilities
- Meets with you routinely to discuss value delivered, required changes, and support priorities
- Conducts business planning and review meetings semi-annually
- Discusses trends, any planned changes to your IT environment and business, and the impact of these changes to your support requirements

HPE Consulting Services for SAP HANA Tailored Datacenter Integration

The Tailored Datacenter Integration (TDI) deployment model provides flexibility, but it introduces new considerations and risks that must be mitigated. Tackling these risks proactively allows you to enhance the benefits of adopting SAP HANA. HPE offers a range of additional consulting services that adopt this approach, and are designed to help you accelerate the return on your investment, as well as improve the stability and performance of your SAP HANA TDI deployment. These services are tailored to meet your specific needs, reduce risks, and empower your IT organization to own and manage your SAP HANA environment.

Developing solutions for major social and environmental challenges
hp.com/hpinfo/globalcitizenship

Customize your IT lifecycle management, from acquisition of new IT, management of existing assets, and removal of unneeded equipment.
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Technology with a human touch

You rely on technology to run your business efficiently. To stay competitive and capitalize on new revenue opportunities, you have to learn how to access technology in new ways. Team up with the HPE Technology Services experts to help you take full advantage of technology to drive your business. Combining technology expertise with business intelligence, our service professionals help organizations across the globe to meet their evolving needs. They can do the same for you. Connect with our service experts to explore ways to do more with your technology investments and move your business forward. Visit: hp.com/go/tsconnect/

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