

HPE COE Service for SAP HANA

Support Services

Service overview

This data sheet is an addendum to the HPE Proactive Care Service, HPE Proactive Care Advanced Service or the HPE Datacenter Care Add-On Service data sheet, as applicable, and describes the HPE COE Service for SAP HANA® features, which are available for purchase as an optional feature of the above mentioned HPE support service offerings.

HPE COE Service for SAP HANA provides you a comprehensive support experience for your HPE infrastructure for SAP HANA that includes access to the HPE SAP HANA Center of Excellence (COE), and a periodic Solution Lifecycle Planning Service that includes recommendations for HPE Lifecycle Services, which are purchased separately.

Solution Level Reactive Support:

HPE COE Service for SAP HANA provides enhanced call handling for eligible HPE solutions for SAP HANA as identified in the **Service eligibility** section of this data sheet. Under this feature, HPE COE Service for SAP HANA provides your IT staff access to the HPE SAP HANA COE who are HPE experts on HPE infrastructure hosting the SAP HANA database. The COE works with your IT team to diagnose and work to address the issue for all eligible components within the HPE infrastructure for SAP HANA. These services do not provide support for SAP® or other third-party products that may be comprised in these integrated solutions.

Solution Lifecycle Planning Service:

HPE COE Service for SAP HANA incorporates a remote Solution Lifecycle Planning Service that will be delivered on a biannual basis. This service provides you with a proactive approach to planning the versioning of your eligible HPE infrastructure for SAP HANA, based on your operational and business considerations. The plan is designed to address necessary infrastructure interoperability elements associated with updates and upgrades and includes recommendations for specific lifecycle services and their recommended cadence.

Eligible HPE infrastructure solution components are detailed on the **Supported Product Listing (SPL)** and include the specified servers, storage, networking, operating system, and if applicable, Serviceguard Extension for SAP.

Service benefits

- Greater ability for your IT resources to stay focused on their core tasks and priorities
- Helps reduce planned and unplanned downtime on covered HPE hardware or software
- Problem diagnosis and support through trained HPE experts on HPE infrastructure for SAP HANA
- Help optimize your HPE solution
- Provides recommendations designed to help you plan for the evolution of your SAP HANA solution to remain at a supported version and to help minimize interoperability issues
- Helps minimize the impact to your business users based on SAP HANA changes affecting your HPE infrastructure for SAP HANA



Service features highlights

- HPE Solution-level reactive support for HPE infrastructure for SAP HANA
- HPE Solution Lifecycle Planning Service for HPE infrastructure for SAP HANA

Table 1. Service features

Feature	Delivery specifications
<p>HPE solution-level reactive support</p>	<p>This service feature provides direct access to the HPE SAP HANA Center of Excellence (COE) who are HPE experts on HPE infrastructure optimized for SAP HANA when issues arise on your covered HPE software or hardware products.</p> <p>You can access the COE via telephone, or via electronic communication, for assistance in resolving HPE eligible infrastructure hardware or software incidents.</p> <p>Once a service call has been placed, you will receive remote assistance in troubleshooting problems on covered HPE solutions for SAP HANA. For hardware-related incidents that cannot be resolved remotely, an on-site service request is scheduled on your behalf based upon your underlying HPE hardware support coverage level.</p> <p>When a problem is encountered, and you are able to determine the affected component (HPE infrastructure or SAP HANA) you can contact either the HPE SAP HANA COE or SAP directly. If you are unsure of the affected component, HPE recommends that you contact HPE for initial fault isolation and analysis. If the cause of the incident is with a covered HPE component, HPE will provide the necessary technical hardware or software support. If HPE is unable to determine the cause of the issue on the covered products, HPE will work collaboratively with SAP to attempt to identify the product causing the issue and address in accordance with this data sheet.</p> <p>In a situation where the HPE fault analysis determines the incident to be related to the SAP HANA database or applications, HPE can initiate a collaborative engagement with SAP on your behalf if you take the necessary steps to enable HPE to do so. In this scenario, HPE will keep the support case open in HPE's call system indicating the transfer to SAP and monitor the status of your case with SAP until closure by SAP. Or if you prefer, you may contact SAP directly. SAP support is provided by SAP based upon your coverage window for SAP products as dictated by your support agreement with SAP.</p>
<p>HPE Solution Lifecycle Planning Service</p>	<p>The HPE Solution Lifecycle Planning Service, included with HPE COE Service for SAP HANA, is a service that provides technical guidance on version planning for covered HPE infrastructure components included in the eligible HPE solution for SAP HANA through the development of a solution lifecycle plan. This planning activity is based on remote collaboration with your IT staff to understand your operational and business requirements that affect your HPE environment for SAP HANA. Version planning takes dependencies across SAP HANA database versions, driver and firmware releases and Linux® OS versions into consideration along with your specific operational and business requirements. This periodic service, delivered biannually, will provide you a customized lifecycle management plan specific to the covered HPE infrastructure for SAP HANA based upon the information provided by your IT staff. The Solution Lifecycle Plan will be delivered in Adobe® PDF format.</p> <p>The Solution Lifecycle Plan will provide HPE recommendations around cadence, timing, priority, and sequence of HPE infrastructure updates, taking into consideration the following elements:</p> <ul style="list-style-type: none"> • Business and operational objectives dependent on the HPE infrastructure for SAP HANA • HPE hardware firmware/driver versions • Linux Operating System versions including; SUSE Linux Enterprise Server for SAP and Red Hat® Enterprise Linux for SAP Solutions, as applicable • SAP HANA published database minimum version recommendations as it pertains to infrastructure versions and compatibility • If applicable, HPE Serviceguard Extension for SAP version recommendations



Coverage

You must have an active HPE support agreement for the hardware and software that make up the eligible HPE integrated solutions to be eligible for coverage under this HPE COE Service for SAP HANA. You must also have an active support agreement with SAP for all SAP products in the HPE integrated solution as set forth under **Customer responsibilities**. HPE is not liable for the performance or non-performance of third-party vendors, their products, or their support services.

Notwithstanding your applicable HPE support agreement, upon your purchase of this HPE COE Service for SAP HANA, any on-site response or call-to-repair commitments for critical incidents for the covered hardware will start when the HPE HANA COE has made the determination that the cause is attributable to the covered HPE hardware. For call-to-repair coverage, the time ends with HPE's determination that the hardware is repaired, or when the service request is closed with the explanation that HPE has determined that no on-site intervention is required.

The call-to-repair time commitment is subject to you providing immediate and unrestricted access to the hardware and does not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied. If you request scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time. Refer to your applicable support agreement for more details regarding the features of your underlying hardware and software support coverage.

Your installation of any additional software, hardware, tools, or application servers on the HPE infrastructure hosting the SAP HANA database is not covered by this service. Hardware additions that comply with HPE approved capacity expansion guidelines as referenced in the associated HPE SAP HANA QuickSpecs are eligible for coverage under this service. Excluded tools and extensions include, but are not limited to anti-virus tools, monitoring tools, backup and recovery tools, and OS extensions not included with the deployed configuration.

In the event of a support issue, you may be required to remove any ineligible hardware, software, or tools for fault isolation. Additional fault isolation may determine that re-installation of the software or tools are not compatible for further use.

In cases where SAP collaborative support is utilized, support is provided directly from SAP based upon your coverage window for SAP products as dictated by your support agreement with SAP.

Customer responsibilities

HPE Solution-level reactive support for HPE infrastructure for SAP HANA

HPE collaboration with SAP service feature requires you to have an active support agreement with SAP and to take the steps necessary with SAP to enable HPE to initiate calls on your behalf. You must also provide HPE with all appropriate information in order to do so and you remain responsible for performance of your obligations under such agreements, including payment of all applicable fees, including any fees that may apply as a result of logging calls. Otherwise, HPE will not be able to transfer such calls and assumes no responsibility for failure to do so and you are fully responsible for placing a service call directly with SAP.

Eligibility for this service is contingent upon your proper and periodic maintenance of your HPE firmware and software versions, operating system versions, operating system patches, and SAP HANA database versions to keep them at HPE supported version levels.

As noted above, you are responsible for removing any ineligible unapproved hardware, software, or tools as advised by HPE to allow HPE to perform support.

HPE Solution Lifecycle Planning Service for HPE infrastructure for SAP HANA

In order for HPE to perform the biannual Solution Lifecycle Planning Service, HPE will provide data collection instructions and tools, and require you to provide identified information including software and firmware versions on HPE infrastructure covered under this agreement. You must allow HPE to install and run HPE provided/HPE owned tools ("Proprietary Service Tools") on the covered hardware and software in order for HPE to perform the Lifecycle Planning Services. In addition to collecting system information, HPE requires your involvement to furnish details on operational and business requirements including technical refresh schedules.

As part of your Solution Lifecycle Plan, HPE will include recommendations regarding the implementation of revisions and updates through purchase of HPE Lifecycle Services. HPE Lifecycle Services such as HPE OS Upgrade Service for SAP HANA, HPE OS Re-Installation Service for SAP HANA, HPE Update Service for Serviceguard for SAP Extension and the HPE CSUR Update Service for SAP HANA as required in order to keep your infrastructure running on the required revision levels for eligibility under this service. In addition, HPE may include recommendations for optional lifecycle services such as HPE Database Upgrade Service for SAP HANA and HPE OS Patch Update Service for SAP HANA. All of these listed Lifecycle Services are not included in this service and must be purchased separately. If your underlying support service is HPE Proactive Care or HPE Proactive Care Advanced, this Solution Lifecycle Plan replaces the Firmware and Software Version Report and the Proactive Scan Report deliverables specified in those offering data sheets as these features are provided as part of the Solution Lifecycle Plan.

Service limitations

This **HPE COE Service for SAP HANA** must be purchased for each eligible HPE Solution for SAP HANA in your environment that requires support and planning coverage. Refer to the **Service eligibility** section for a list of eligible products for coverage under this service.



Data sheet

This support service does not include assistance with troubleshooting incidents related to virtualized SAP HANA environments.

This service does not cover the HPE SAP HANA Tailored Datacenter Integration (TDI) configurations. Documents and reviews are delivered in English.

For delivery of these services, HPE may use resources outside the country of purchase, unless otherwise specified as part of a service feature description.

HPE's ability to deliver this service is dependent upon your full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data you provide to HPE.

Excluded from this service are activities such as, but not limited to the following areas:

- Advisory services for SAP HANA migration, database backup, and recovery strategies
- Backup and recovery considerations and best practices
- Solution design
- Security considerations
- System administration

Service eligibility

HPE certified solutions supported by the HPE COE Service for SAP HANA are listed on the Supported Products List (SPL) available at hpe.com/h20195/v2/Getdocument.aspx?docname=a00068996enw.

Additionally, eligibility for this service requires, the HPE Factory Express Integration Service for SAP HANA and the HPE Rapid Deployment Service for SAP HANA, which are purchased separately from this service.

For the Quorum server to be covered by this service, the Quorum server must be purchased and supplied as part of the HPE Solution for SAP HANA. Additionally, the Quorum server cannot be virtualized.

General provisions/Other exclusions

Travel charges may apply in some geographic locations. Contact your local HPE representative for details. Service deliverables are accepted upon delivery.

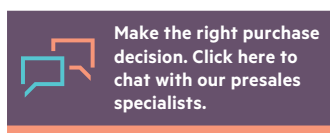
Ordering information

This service is available and orderable with eligible HPE infrastructure for SAP HANA for the HPE COE Service for SAP HANA as part of HPE Proactive Care Service or HPE Datacenter Care Add-On Service.

Learn more at

hpe.com/services/support

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