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

HPE Contractual Support Services

Service overview

This data sheet addendum to the HPE Datacenter Care data sheet describes the HPE SAP HANA® Tailored Datacenter Integration service features, which are 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 supported and reactive and proactive support features provided, including 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, which is more fully described below. HPE SAP HANA Center of Excellence works with your IT team to provide support for problem diagnosis to help work toward resolution for incidents on covered HPE branded TDI compute blocks. Eligible HPE hardware products under this coverage receive assistance in troubleshooting problems and identifying potential configuration and hardware-related issues. Please refer to HPE supported TDI compute block listing for HPE compute blocks that are eligible for coverage under this service. 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, HPE can either 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, and 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 on-site, based upon the purchased hardware support or warranty coverage level.

Service benefits

• Greater ability for your IT resources to stay focused on their core tasks and priorities

• Can help to improve SAP HANA system performance and reduce downtime on covered HPE hardware or software

• Help you to realize the benefits of the SAP HANA TDI deployment model

• Context-aware problem resolution through trained SAP HANA technical HPE resources

Service features highlights

• HPE onboarding discovery

• HPE SAP HANA TDI support

• Assigned Account Support Manager (ASM)

Table 1. Service features

Feature	Delivery specifications
HPE onboarding discovery	These services provide an onboarding process that includes a review of the environment and identification of any tasks the Customer must complete in order to begin to place service calls to the HPE SAP HANA Center of Excellence.
	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 discovery, at a mutually agreed-upon time, which shall be during local HPE standard business days and hours excluding HPE holidays. The onboarding discovery is conducted remotely, will not exceed three days in duration, and is preceded by a remote pre-onboarding meeting. Further onboarding details and requirements are provided in advance of the scheduled remote onboarding activity.
	The remote onboarding discovery provides the following SAP HANA solution elements:
	• Ensure component compliance with SAP Product Availability Matrix (PAM) certification
	• Ascertain the status of SAP HANA solution certification
	• Acquire diagrams
	• Acquire log files
	• Document firmware/driver levels
	• Document SAP HANA support levels
	• Review proactive deliverables, reactive process, and support tools
	After completion of the onboarding process, the Hewlett Packard Enterprise ASM will contact the Customer to review onboarding results, review any identified issues related to call activation, and review next steps and actions required for the Customer to be able to place service calls.
HPE SAP HANA TDI support	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.
	Once access is activated by HPE, the Customer can access HPE SAP HANA Center of Excellence via telephone, or via electronic communication, for assistance in resolving HPE SAP HANA infrastructure 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 is logged directly with HPE.
	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 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.
	If the reported incident is related to the SAP HANA database, based upon the Customer's preference, Hewlett Packard Enterprise will either 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 is then the responsibility of SAP to resolve the Customer's issue. Once the call is transitioned to SAP, the call 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.
	Placing calls with the SAP workflow 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.

Table 1. Service features (Continued)

Feature	Delivery specifications
Assigned Account Support Manager (ASM)	The Hewlett Packard Enterprise Account Support Manager (ASM) is an account assigned resource who collaborates with the Customer to understand their specific needs and tailor their 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 in conjunction with the Customer's IT staff. The Customer will need to provide, in a timely manner, knowledgeable resources to assist with the development of the ASP. The ASP documents the reactive and proactive support, devices, geographic coverage, and other support aspects provided by this service. The ASP also details 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 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 provide an open communication forum for the Customer to share the organization's business and IT goals, and to understand what changes, if any, to the service may be needed throughout the term of this SOW.

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.

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 the appropriate 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 their obligations under such agreements, which 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. 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 the appropriate 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 their obligations under such agreements, which 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.

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 Center of Excellence. This service is only applicable when the solution design includes non-virtualized HPE SAP HANA TDI compute blocks. Virtualized SAP HANA environments are not eligible for this support service. The onboarding discovery process is not designed to provide validation or assessment of the customer's TDI deployment.

Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.

Service eligibility

Hewlett Packard Enterprise reactive support or existing warranty coverage must be available and under coverage with HPE for all HPE hardware components in the covered HPE SAP HANA solution. HPE Datacenter Care for SAP HANA TDI is designed for SAP HANA TDI solutions built using supported HPE certified compute blocks. A Supported Products List (SPL) indicating the HPE certified TDI compute blocks products supported by HPE Datacenter Care for SAP HANA TDI is available at **hpe.com/h20195/v2/Getdocument.aspx?docname=a00045576enw**.

General provisions/Other exclusions

Travel charges may apply in some geographic locations. Please contact your 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.

Learn more at
hpe.com/services/support
hpe.com/services/consulting

Make the right purchase decision. Click here to chat with our presales specialists.

f y in ✉

Sign up for updates

Hewlett Packard Enterprise