



HPE Migration for SAP HANA Service

Support Services

HPE Migration for SAP HANA Service is designed to simplify the process of migrating an existing SAP Business Suite environment to an HPE AppSystem for SAP HANA, with the goal to help you accelerate the time to value. The service focuses on knowledge sharing and provides a migration service to the appropriate SAP system function. The HPE consultant acts as your single point of contact, during all phases of the delivery effort, to help ensure that factory and SAP specifications are met.

Service benefits

HPE Migration for SAP HANA Service helps to ease the implementation effort. HPE consultants will work with you to collect the necessary technical information and configure the HPE AppSystem for SAP HANA, delivering a system that is in a “ready-to-use” state. The assessment phase of the service is a packaged service that is priced at project inception. The preparation, migration, and management phases are optionally scoped, and are priced and supported by a custom Statement of Work (SOW), which is readily available and created as a deliverable from the assessment.

Service feature highlights

(The assessment phase is a packaged service, priced at project inception. Preparation, migration and management phases are optionally scoped, priced, and supported by a custom Statement of Work)

- Assessment
- Preparation
- Migration
- Management

Table 1. Service features

Feature	Delivery specifications
Assessment	<p>As part of the assessment phase of the service, the HPE service consultant will work with the Customer both on-site and remotely as necessary to:</p> <ul style="list-style-type: none"> • Complete a business case/ROI study, in conjunction with the client rationalizing the business drivers behind the existing SAP installation and project the financial benefits of migrating to SAP HANA • Gather technical and business requirements, which inventory the existing SAP system and document the business cycle within which the SAP system operates • Review the existing set of SAP levels and the components of the SAP suite installed at the client • Perform an OS, hypervisor, and database assessment, by matching versions and levels with published SAP compatibility lists.

- Review workload profiling metrics, captured during live operation of the existing SAP system. This will document on an application basis, the performance and capacity parameters within which the existing SAP system operates, as well as the defacto expectations for new system installation
- Conduct a custom application review, including documenting the integration points of the external system with the existing SAP system and confirm that the deployment of SAP HANA will support the external system

Preparation

As part of the preparation phase of the service, the HPE service consultant will work with the Customer both on-site and remotely as necessary to:

- Complete prescribed SAP, OS, database management system (DBMS), and hypervisor upgrades, including SAP patches, operating system version upgrades and patches, same vendor DBMS upgrades and patches [required to migration to SAP HANA], as well as Hypervisor version upgrades and patches
- Conduct designated custom application remediation, including connection reconfiguration, executable re-compilation, driver updates, and connectivity modifications
- Deploy the SAP HANA future-state reference architecture, including the target infrastructure, base operating system and or hypervisor, attached storage and network connectivity. Note: this may have already been delivered as part of the SAP HANA Accelerated Deployment Service
- Complete all QAS EHP upgrade tests, as specified by SAP, AG
- Complete all SAP HANA migration tests, as specified by SAP, AG
- Apply any required system adjustments and tuning, leveraging the workload metrics and profile established during the assessment phase.
- Provide upgrade and migration test validation, in conjunction with the client IT staff and their designated Quality Assurance staff

Migration

The HPE service delivery specialist will migrate the Customer's SAP applications to the HPE AppSystem for SAP HANA by performing the following tasks:

- Check that all backups and recovery points exist, using both SAP backups as well as system and SAN level backups to insure that recoverability is possible, in the event of a deployment roll-back
- Complete SAP HANA migration to all SAP environments specified during the Preparation Phase. This will include the SAP defined tasks of system quiece, data copy and transformation, SAP service registration and start-up, as well as SAP functional component installation and start-up
- Provide any SAP certification as applicable to the implementation services
- Deliver a successful production cutover, by redirecting end-user connections and access from the previous source SAP system, to the newly deployed SAP HANA system

Management

As part of the management phase of the service, HPE will:

- Complete a training and knowledge transfer, including; the functional components of the SAP HANA installation, as well as pre-arranged remedial SAP HANA training to the client IT staff. This turnover will be defined and documented during the assessment phase and agreed upon by the client and HPE
 - Transition operations and support processes including; the operational components of the SAP HANA installation, system alerts and monitors, as well as pre-arranged remedial SAP HANA training to the client Operations staff. This turnover will be defined and documented during the assessment phase and agreed upon by the client and HPE
 - Decommission legacy systems and infrastructure, as specified by the client and documented during the assessment phase and agreed upon by the client and HPE
 - Deploy the monitor functions of the SAP HANA system to ensure performance and availability results, by enabling system level KPI indicators, as specified by SAP, AG
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Service limitations

- Services will be performed during HPE local business days and hours, excluding HPE holidays
- The assessment service is delivered as a single event on a single HPE AppSystem for SAP HANA, to include all phases of the SAP environment [DEV, TEST, PROD, etc.]. Environments requiring multiple engagements or additional phases over longer periods of time are not included with the assessment service but can be accommodated at additional cost through a change order or scoped as an additional SOW
- Work on this services engagement will be performed at a single Customer facility or HPE location

- Participation in project/engagement meetings and discussions by HPE consultants will be limited to technical reviews, architecture designs, and implementation designs related to the services defined in this document
- The Customer will be responsible for the final configuration of SAP HANA software and connectivity to back-end source systems and front-end reporting systems

Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites:

- The SAP HANA system to be migrated must either have been delivered with a completed HPE Deployment Accelerator for SAP HANA Service or have successfully completed a verified audit
- The Customer must provide IP addresses, host names, and networking configuration guidelines to ensure safe connectivity to the local network
- A high-speed Ethernet connection (10 gigabit) is required to achieve more effective performance of the SAP HANA system

Customer responsibilities

The Customer will:

- Contact a Hewlett Packard Enterprise service specialist within 90 days of date of purchase to schedule the delivery of the service
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met
- Uncrate products and place the boxes in the immediate location where the installation service will take place
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the Hewlett Packard Enterprise service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HPE in facilitating the delivery of this service
- Adhere to licensing terms and conditions regarding the use of any Hewlett Packard Enterprise service tools used to facilitate the delivery of this service, if applicable
- Be responsible for all data backup and restore operations
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed
- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HPE to provide these services
- Provide a resource to configure all network infrastructures necessary for HPE to provide services
- Identify, schedule, and manage the Customer's respective resources related to this project
- Provide a workstation/laptop to allow installation of SAP HANA Studio (requires Java Runtime Environment 6 as a minimum standard)
- Provide a suitable work area commensurate with the number of onsite HPE consultants; the work area will include desks, chairs, and telephones, and at least one analog line suitable for modem digital data transmission for communicating with HPE's network remotely

In addition, for point of contact responsibilities, the Customer will:

- Provide pertinent information and requirements outlined within this agreement
- Identify and coordinate all non-HPE resources required for this project
- Represent the Customer during meetings, reviews, issue resolution, escalation, and scope change approvals

Data sheet

- Provide early notification to HPE if there are any planned changes to the Customer consulting site that will impact HPE's ability to deliver the service

General provisions/Other exclusions

Services will be performed during HPE local business days and hours, excluding HPE holidays

- This service is limited to a single HPE BL920s System at a single physical site

Hewlett Packard Enterprise reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

Hewlett Packard Enterprise reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

Hewlett Packard Enterprise's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides to HPE.

Activities such as, but not limited to, the following are excluded from this service:

- Service deployment on hardware not covered by a Hewlett Packard Enterprise warranty or service maintenance contract
- Service deployment on hardware covered by a third-party maintenance contract
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Service required due to causes external to the Hewlett Packard Enterprise maintained hardware or software
- Any services not clearly specified in this document

Travel charges may apply in some geographic locations. Please contact your local HPE representative for details.

Ordering information

The HPE Migration for SAP HANA Service can be ordered with the following product number:

- H7L26A1 for HPE Migration for SAP HANA Service

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

<https://www.hpe.com/tr/en/services/consulting/it-infrastructure.html>

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