FAQ

HP ConvergedSystem 500 and 900 for SAP HANA

Trust in a single system for mission-critical needs

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Solution overview

What is SAP HANA?

SAP HANA®, short for "High-performance ANalytic Appliance," is a data platform built for running in-memory transactional and analytical workloads. Unlike traditional databases that require these workloads to be separated, SAP HANA offers a faster and simplified architecture that consolidates both online analytic processing (OLAP) and online transaction processing (OLTP) landscapes into a single database. As a result, you can analyze large amounts of data in real time, with instant business insights, and lower overall total cost of ownership (TCO).

SAP HANA provides a catalyst for real business transformation, and organizations are making long-term, strategic architectural bets for their data centers and data management platforms. HP has the architecture, expertise, and vision to meet SAP HANA infrastructure needs.

What exactly is HP ConvergedSystem for SAP HANA?

HP ConvergedSystem for SAP HANA is a portfolio of scalable, performance-optimized systems for SAP HANA, designed to reduce complexity and risk while providing the fastest path to value for your deployment. HP ConvergedSystem for SAP HANA is optimized with proven performance and built-in high availability (HA), as well as broad scalability to grow as your data grows. In addition, HP has the committed long-term roadmap and investments to offer multiple system configurations and deployment options, including on-premise, hosted, and the cloud (HANA Enterprise Cloud [HEC]). In combination with leading data management solutions (backup and snapshots), consulting services (from planning to migration to deployment), and one-stop proactive and reactive support services, HP provides the most complete offering for SAP HANA in the market.

What is HP ConvergedSystem 500 for SAP HANA?

HP ConvergedSystem 500 for SAP HANA is the first set of scalable, performance-optimized systems for SAP HANA. With HP ConvergedSystem 500, you can simplify the way you deploy SAP HANA with a pre-engineered SAP HANA-optimized system that can be configured, quoted, and installed in as few as 15 days. And the system can grow as you grow—scaling to meet your changing SAP® requirements from analytics to business applications on SAP HANA.

Built on the HP ProLiant DL580 Gen8 Intel® Ivy Bridge E7-4880 platform, HP offers a range of scale-up and scale-out configurations:

• Scale up: 2s/256 GB RAM, 2s/512 GB RAM, 4s/1 TB RAM and 4s/2 TB RAM
• Scale out: 4s/8 TB++ (scale out to 16 TB)

What is HP ConvergedSystem 900 for SAP HANA?

HP ConvergedSystem 900 for SAP HANA is our most recent member of the HP ConvergedSystem for SAP HANA family. It uses a "building blocks" approach that provides you with the flexibility to scale your compute and storage as needed, and a roadmap to make scalability even more granular so you can begin at the right size for your business needs.

With the HP ConvergedSystem 900 for SAP HANA, you can run OLAP, OLTP, or even mixed workloads on the same system, enabling your team to focus on strategy and innovation instead of management of sprawl. Built on HP ProLiant and Superdome technologies, HP currently offers two scale-up configurations, with scale-out configurations coming soon.

• Scale up: 8s/6 TB in-memory computing power
• Scale up: 16s/12 TB in-memory computing power

What is Project Kraken and how does it relate to HP ConvergedSystem 900 for SAP HANA?

HP ConvergedSystem solutions are referred to as "Sharks." These are workload-optimized systems that are easy to buy, manage, and support. They empower you to simplify IT with complete systems optimized for proven, trusted technology—not disjointed piece part components. The inception of HP ConvergedSystem 900 for SAP HANA (internal code name HANAHawk/HANA Shark) began with Project Kraken, an HP/SAP next-generation development platform that started with an 8 TB prototype system and culminated in a 12 TB/16s system. It was designed to accommodate very large RAM needs, leverage real-time transactional data, improve business processes, and mitigate risks. This platform is the forerunner to the large in-memory systems known today as HP ConvergedSystem 900 for SAP.

What are the business use cases for HP ConvergedSystem for SAP HANA?

HP recognizes that SAP HANA adoption is a journey. There are SAP customers who are primarily interested in accelerating analytics/reporting with SAP HANA, while others want to run multiple SAP business applications (which support different functions and often different business units) within a company. Our experience has led us to lay out an adoption strategy that matches critical steps in your SAP HANA adoption journey.

Whether you are looking to accelerate business analytics for one of your lines-of-business, ready to build your next-generation business warehouse on SAP HANA, or set to transform your entire global SAP landscape with SAP HANA, HP has a solution configuration that's sized just right for you—and is ready to scale as your needs change.

Starting out: Analytics on SAP HANA

HP ConvergedSystem 500 for SAP HANA Scale-up Configurations from 256 GB to 1 TB can provide real-time analytics and reporting. Most customers start with:

- Small scale analytics workloads
- Proofs-of-concept (POCs)
- Sidecar SAP HANA implementations
- Non-mission-critical production systems for data-marts/accelerators
- Virtualized SAP HANA for test/development[1]

HP can help you achieve fast time-to-value for these implementations, with scalable, turn-key solutions that are easy to order deploy, manage, and support.

Available later this year, you can reduce the complexity of your environment by deploying multiple test and development SAP HANA instances on a single physical server with VMware vSphere virtualization reference architecture on scale-up configurations up to 1 TB.[1]

Expanding: Enterprise data warehouse on SAP HANA

The HP ConvergedSystem for SAP HANA portfolio offers a range of sizing options if you're looking to:

- Simplify and consolidate SAP landscapes
- Extract data from SAP ERP and other applications for a unified view of the business
- Merge multiple data marts into a single Enterprise Data Warehouse (EDW)
- Ensure high availability (HA) and data protection

Scale-up configurations feature modular scalability certified up to 16 TB, and scale-out configurations scale to 12 TB/16s, with larger systems available at HP and SAP's discretion.

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[1] Reference architectures for using VMware vSphere with HP ConvergedSystem 500 for SAP HANA Scale-up Configurations in non-production capacity will be available soon.

Advanced: Business applications on SAP HANA

If you want to use SAP HANA to simplify and consolidate your SAP Business Suite landscape but can't tolerate any downtime for these mission-critical apps, consider HP ConvergedSystem for SAP HANA Scale-up Configurations with 2 TB, 8 TB or 16 TB for:

- Using SAP HANA as the database for SAP Business Suite applications (enterprise resource planning [ERP], customer relationship management [CRM], supply-chain management [SCM], and supplier relationship management [SRM])
- Running OLAP/OLTP in a single environment without sacrificing performance
- Enabling enterprise-wide real-time analytics

Note
All HP scale-up configurations are certified for use with SAP Business Suite. The 2 TB configuration is restricted for use with SAP Business Suite for SAP HANA only.

What are the benefits of HP ConvergedSystem for SAP HANA?

Benefits fall into three main categories and include:

Amplify performance with systems that are optimized for in-memory computing
Robust HP ConvergedSystem for SAP HANA are purpose-built and performance-optimized for SAP HANA with high availability and enterprise data protection available only from HP. You can prevent data loss and recover from outages in seconds with available HP Serviceguard for SAP HANA, the industry's only unattended, automated failover and disaster tolerance solution for SAP HANA, available for HP ConvergedSystem for SAP HANA Scale-up Configurations.

Enjoy unmatched scalability
Grow as your data grows and scale to different SAP HANA workloads—analytics, data warehouse, and business applications—to protect investments and expand as needed. HP makes it easy for you to scale up and out with modular, standards-based architecture available in scale-up configurations from 256 GB–12 TB and scale-out systems that grow from 4 to 16 TB and beyond.

Get real time, faster, with HP ConvergedSystem for SAP HANA
Only HP ConvergedSystem for SAP HANA dramatically simplifies IT through quick deployment, intuitive management, and system-level consulting and support. You can:

- Order pre-configured solutions in minutes
- Deploy quickly with seamless, turn-key, tested, and repeatable integration through HP Factory Express
- Lessen administrative complexity with system-level management
- Prevent and resolve problems with system-level, integrated support, provided by HP Proactive Care, and single point of contact for the complete system, resulting in up to 66 percent less downtime[2]

What is the HP "total systems experience"?

HP ConvergedSystem for SAP HANA allows you to simplify IT with total systems that build on proven, trusted technology—not components. That means your staff has more time for innovation.

Total systems experience simplifies IT
HP accelerates your time-to-value with simplified procurement management and support.

- Save time—Go from order to operations in as little as 15 days for scale-up configurations
- Lower costs—Built-in management tools means no extra costs
- Reduce risk—Single point of contact for proactive and reactive support reduces frustration, prevents problems, and speeds problem resolution

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[2] IDC white paper sponsored by HP and Intel, "The Business Value of the HP Proactive Insight Experience," Doc #239199, March 2013

Integrated systems let you focus on your business

Optimized, scalable, enterprise-class systems purpose-built for Big Data let you focus on business challenges, not technology integration.

- Save time—IT staff saves months of architecting and weeks of tuning
- Lower costs—Integrated systems are designed for price performance
- Reduce risk—Reliability is built in to the system

How do I know if SAP HANA is right for my organization?

Ask yourself these questions:

- Is my business data growing at an unmanageable rate?
- Am I dealing with multiple databases? How would consolidating them help me?
- (If using SAP business applications) What might be the advantages of in-memory analytics with SAP HANA?
- (If using another database) Could I be better off with the in-memory analytics with SAP HANA?
- Has my SAP landscape become complex and unmanageable?
- Do I analyze large volumes of dynamic transactional data? If so, how is the performance?
- Do I want flexible and real-time analysis of my operational data?
- Do I report directly on my ERP, and does this impact my ERP performance?

How do I know if HP ConvergedSystem for SAP HANA is right for my organization?

- Do you have a single line of support for your entire infrastructure?
- If you are already using or considering SAP HANA, how important is it for you to partner with the hardware vendor that has the maturity and expertise to deliver the optimal solution for your use-cases?
- If you are running SAP HANA on other hardware, are you concerned about that company's long-term x86 strategy and commitment to SAP HANA?
- If you have worked with other vendors, what has your experience been with ordering and deploying complex systems? Are you concerned with your inability to realize value quickly?
- How important are scalability, high availability, and disaster tolerance to your operations?

Why should I purchase HP ConvergedSystem for SAP HANA instead of going with another vendor?

A complete transition from a standard SAP landscape to the SAP HANA platform can take three or four years. HP is the right partner for this journey because we provide complete, SAP-certified, SAP HANA solutions including hardware, software, and services to make your transformation to a real-time business platform as seamless as possible. We provide solutions that produce business value and measurable outcomes using a real-time business model. Consider the following:

HP is in it for the long haul. We know SAP HANA intimately and remain committed to working closely with SAP to stay at the forefront of innovation in order to deliver the very best systems on the market. We offer the following:

Committed roadmap
- A steadfast commitment to the x86 platform to offer solutions with unparalleled performance, maturity, and reliability
- Delivery on commitment to deliver high-performing, single-node configurations for SAP HANA certified up to 12 TB and 16s in a single, in-memory pool
- Commitment to developing innovative technologies like Memristor and photonics

Committed partnership
- HP/SAP worldwide co-innovation labs
- More than 25 years of HP/SAP partnership
- More than 77,000 joint HP/SAP installations

Depth of experience
- More than 800 SAP HANA installations worldwide
- 46 percent of all SAP licenses are deployed on HP Converged Infrastructure
- Services in 170 countries with 9,500 trained SAP professionals

Largest certified system
- HP is the only vendor with an SAP-certified 12 TB/16s system

Solution details

What configurations of HP ConvergedSystem for SAP HANA are available?

	HP CS500 Scale-out	HP CS500 Scale-up****				HP CS900 Scale-up****	
Memory	**Up to 16 TB (1 TB per node)**	**256 GB**	**512 GB**	**1 TB**	**2 TB***	**6 TB/8s***	**12 TB/16s***
Server	HP ProLiant DL580 Gen8 Server					HP CS900 Intel Ivy Bridge 15 core E7-2890 V2 platform	
Processor	Intel Xeon® E7-4880 v2					Intel Xeon E7-2890 v2	
Storage	HP 3PAR StoreServ 7400 Storage	Internal storage only		HP D2700 Disk Enclosure with 25 x 600 GB 6G SAS 10K HDD		No SSDs (IOPS covered by cache) 4 HP 450 GB 6G SAS 10K 2.5 in SC ENT HDD 2 HP 1.2 TB 6G SAS 10K 2.5 in DP ENT SC HDD 96/192 HP 3PAR StoreServ 7400–900 GB 6G SAS 10K 2.5 in HDD	
Pre-loaded software	SAP HANA**, *** SAP HANA Studio HP Integrated Light-Out (iLO3) Advanced HP Serviceguard NFS HP 3PAR Management Software HP Insight Remote Support HP Systems Insight Manager	SAP HANA**, *** SAP HANA Studio HP iLO3 Advanced				SAP HANA**, *** SAP HANA Studio HP iLO3 Advanced HP iLO3-Flex (management server) HP 3PAR Reporting Suite Microsoft® Windows® 12 Standard Edition Partions basic licensing	
HP Services	Services covering the complete lifecycle including design, factory integration, on-site deployment, and proactive and reactive support						
Operating system	SUSE Linux Enterprise Server (SLES) for SAP applications						

* Certified for use with SAP Business Suite on SAP HANA only

** Does not include any applications that are not installed directly on SAP HANA (e.g., SAP NetWeaver® Business Warehouse, SAP Business Suite, or SAP BusinessObjects)

*** Customers are responsible for procuring and activating SAP HANA software licenses

**** Note: HP Serviceguard is an option available on HP ConvergedSystem for SAP HANA Scale-up Configurations up to 12 TB

How do I select the right configuration?

Your HP sales representative will help you select the right configuration based on your use case and sizing requirements. In general, configurations map to use cases as follows:

Use case	Configuration
Analytics and reporting	HP ConvergedSystem 500 Scale-up Configurations up to 1 TB. For larger analytical workloads, scale-out configurations up to 16 TB are also available.
Test/dev on virtualized SAP HANA	Reference architectures for virtualization with HP ConvergedSystem 500 for SAP HANA Scale-up Configurations.[3]
SAP Business Suite powered by SAP HANA	HP ConvergedSystem 500 Scale-up configurations with up to 2 TB RAM or HP ConvergedSystem 900 Scale-up Configurations with up to 12 TB RAM.
Simplifying and consolidating SAP landscapes or multiple data marts into a single EDW	Scale-out configurations up to 16 TB and scale-up configurations up to 1 TB.
Automated high availability and disaster tolerance for your critical data	Scale-up configurations up to 12 TB are available with optional HP Serviceguard software, which offers automated high availability and disaster tolerance.

What do I receive when I purchase an HP ConvergedSystem for SAP HANA?

HP ConvergedSystem for SAP HANA offers a total systems experience that dramatically simplifies IT through quick deployment, intuitive management, and full lifecycle support, letting IT move from infrastructure drones to business service experts. With HP and SAP, you can deploy with confidence and accelerate time-to-value with a solution portfolio that offers:

• Tightly integrated HP servers, storage, networking, and management software, and SAP HANA software
• HP factory configuration, testing, and rapid on-site deployment services
• Simplified, system-level support, including proactive and reactive services

What are the advantages of using HP 3PAR StoreServ storage in the scale-out configurations?

HP ConvergedSystem for SAP HANA Scale-out Configuration design is based on HP 3PAR StoreServ Storage, an enterprise-class storage platform that offers enterprise class data protection, simplified management, efficient resource utilization, and secure multi-tenancy.

Performance benefits
• HP scale-out architecture using HP 3PAR StoreServ offers superior performance since the management of the storage layer is pushed down to the storage subsystem, offloading it from the compute nodes.
• Competitive solutions that use proprietary file systems suffer from performance bottlenecks, since each compute node incurs additional storage overhead.

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[3] Reference architectures for using VMware vSphere with HP ConvergedSystem 500 for SAP HANA Scale-up Configurations in non-production capacity will be available soon.

Designed for mission-critical use cases

- In the event of a disk failure, the SAN in the HP architecture will reconstruct the disk in the background, with minimal performance impact. Even in the event of a node failing, a dedicated storage subsystem will keep the data safe.
- Competitive solutions that use proprietary file systems offer limited protection. For instance, if the system loses a disk, the whole node fails, and you are forced to reconstruct a full node in the background, and possibly saturate the network.

Ease of deployment and manageability

- HP's solution also makes use of the SAP storage connector application programming interface, eliminating the need for a clustered file system, simplifying the SAP persistent storage architecture and improving performance. Furthermore, HP's scale-out architecture offers reduced manual administration with performance and capacity utilization through autonomic provisioning and management of the HP 3PAR StoreServ storage subsystem.
- Competitive solutions that use proprietary file systems suffer from significant management constraints, such as the complexity of manually rebuilding failed nodes and reincorporating them into the cluster. And in the event of a failure, manual steps are required to add a node to the cluster, introducing the risk of manual errors.

What is HP Serviceguard for SAP HANA?

HP Serviceguard is an option available on HP ConvergedSystem for SAP HANA Scale-up Configurations up to 12 TB. It offers automated HA and disaster tolerant (DT) features to protect your mission-critical applications and minimize downtime.

By ensuring business continuity for your mission-critical SAP HANA workloads, HP Serviceguard for SAP HANA offers you protection from planned and unplanned downtime. With built-in automation features, the product offers unattended SAP HANA high availability/disaster recovery system replication that safeguards your data. Easy deployment and configuration simplifies management and eliminates the manual rebuilding of data and nodes in the event of a failure.

How is HP ConvergedSystem for SAP HANA different from HP AppSystems for SAP HANA?

The HP ConvergedSystem for SAP HANA portfolio is based on the Intel Ivy Bridge architecture, while the HP AppSystems for SAP HANA portfolio is based on the Intel Westmere architecture. In addition to the processer change, the new HP ConvergedSystem for SAP HANA portfolio uses a modular building block architecture; the HP ProLiant DL 580 Gen8 Server is the common building block for HP ConvergedSystem 500 for SAP HANA Scale-up and Scale-out Configurations and the HP ConvergedSystem 900 for SAP HANA is based on HP ProLiant and Superdome technologies.

The HP ConvergedSystem for SAP HANA portfolio reflects HP's ongoing commitment to you and SAP HANA, and builds on the simplicity, performance, and manageability features of HP AppSystems for SAP HANA by delivering additional enhancements like:

- Simplified manageability
- Faster time-to-value—go from order to implementation in as few as 15 days
- Automated HA and DT (available for scale-up configurations only using HP Serviceguard)
- Reduced storage administration for a speedier provisioning for SAP HANA
- HP support automation that improves availability and helps avoid problems in your SAP HANA environment

HP Service Solutions for SAP HANA

What assessment, implementation, and migration services does HP offer SAP HANA customers?

HP offers multiple services to support SAP HANA customers to quantify the business opportunity, compute return on investment, and implement HP ConvergedSystem for SAP HANA into your SAP landscapes. Also, HP has developed a number of highly focused service offerings addressing specific deployment, configuration, high availability, migration, and upgrade needs of HP ConvergedSystem for SAP HANA customers. With all these services, HP/SAP HANA consultants act as the single point of contact during the implementation of the HP ConvergedSystem for SAP HANA and ensure knowledge transfer, speedy time-to-market, and business continuity.

Service offerings include:

• HP Deployment Accelerator Service—A required service that accompanies HP ConvergedSystem for SAP HANA to ensure the system is properly installed and database connections are made. This service incorporates HP ConvergedSystem for SAP HANA into your existing infrastructure; for more details see the solution brochure.

• HP Fast Start Services—Service for HP ConvergedSystem for SAP HANA to ensure the system is properly installed and the database connections are made. Service may replace required HP Deployment Accelerator Service for Enterprise Services (ES) customers. Service may be expanded to add optional services include testing the replication and/or extract, transform, and load (ETL) of data from the source systems and confirming it is fully functional.

• HP/SAP HANA High Availability Service—Required service with HP ConvergedSystem for SAP HANA with Serviceguard for HA or HA/DT Configurations to implement the HP Serviceguard solution for SAP HANA (at first release available for scale-up configurations only).

• HP/SAP HANA Disaster Tolerance Service—Required service with HP ConvergedSystem for SAP HANA with Serviceguard for HA or HA/DT Configurations to implement system replication for SAP HANA.

• HP/SAP HANA Migration Services—Simplify the process of assessing, preparing for, migrating to, and managing HP ConvergedSystem for SAP HANA, and accelerating time-to-value; confidently migrate your existing SAP ERP database to SAP Business Suite on SAP HANA.

• HP Impact Assessment for SAP HANA—Helps you understand the feasibility of introducing SAP HANA to meet real-time and high-volume data analysis requirements, and is highly recommended for each SAP HANA implementation.

• HP Solution Assessment for SAP HANA—A four-week engagement during which HP consultants will assess the existing information landscape in detail, identify data sets for use with SAP HANA, identify any gaps in the current environment, and create a solution blueprint based on the findings.

• HP Financial Assessment for SAP HANA—Provides granular information to support the go/no-go decision process, and is formatted to be suitable for use in supporting budgeting processes.

• HP Implementation Service for SAP HANA—A complete end-to-end SAP HANA implementation based on a solution blueprint designed by a team of HP consultants.

Does HP have customized programs to develop the correct business scenarios tailored for the customer?

HP is making significant investments in rapid deployment solutions (RDS) for SAP. These fixed price, scope, and schedule solutions cover a wide range of areas including business analytics, mobility, and business applications. In addition, these solutions provide support for line-of-business requirements including SCM, procurement, and finance. HP is a certified implementation partner for RDS and has the broadest portfolio of these solutions of any systems integrator in the industry. SAP is developing RDS to support customers' transformation to SAP HANA, and HP is uniquely positioned as a qualified implantation partner for RDS.

Custom programs will need to be adjusted for SAP HANA. Does HP have the necessary skills to rewrite custom ABAP code to SAP HANA?

HP has been delivering custom solutions based on ABAP for more than 20 years. These solutions are being delivered via HP Industrial Delivery System (IDS) centers located throughout the world. These delivery centers also have ABAP application testing skills—a critical component of delivering ABAP-based applications. The combination of these ABAP development and testing skills position HP to provide the custom development, as well as application integration requirements to migrate customers to the SAP Business Suite applications on SAP HANA.

What additional business intelligence services and solutions are available from HP today?

For more information on HP Advanced Information Services for SAP HANA, see: hp.com/go/sapbi

What is included in HP Factory Express services for HP ConvergedSystem for SAP HANA?

With HP Factory Express Deployment service, the majority of the integration is performed in the HP factory so the solution is delivered pre-built and tested to the highest level of quality, ready to plug in and switch on. This includes:

- An engagement project manager and an integration engineer who are assigned to manage the solution from start to finish
- The project manager will serve as the single point of contact in the factory for integration status, and will coordinate delivery and on-site installation of the solution
- The integration engineer will work with your technical contact to capture the specific design parameters and prepare a detailed integration package to address your needs
- Custom racking, point-to-point cabling, OS, and application software load and configuration
- Configuration of HP ConvergedSystem for SAP HANA with customer network information (IP addresses, virtual local area networks (vLANs), etc.)
- Configuration of HP 3PAR StoreServ storage and storage area network (SAN) setup
- In addition to integration, configuration, and deployment activities, all solutions receive comprehensive testing and backup/recovery media (on request), as well as a complete documentation package that details the configuration and settings of the delivered solution

What is the necessary level of support for the solution? What other support options are available?

HP Proactive Care—This is the required minimum support, providing a single point of contact for all components including SAP software and SUSE operating systems. HP Proactive Care in SAP environments utilizes HP connected products technologies to help you identify and address IT issues before they cause performance problems, resulting in up to 66 percent less downtime.2 To improve availability and simplify support, HP offers automated problem reporting, call logging, and replacement parts dispatch along with an enhanced call experience with end-to-end case ownership. We also provide system-level firmware and software update/patch analysis and recommendations so you can update without impacting IT stability.

HP recommends adding the Personalized Support Option, which builds on the benefits of HP Proactive Care service by providing an assigned Account Support Manager (ASM) who knows the environment and delivers support planning, regular reviews, and technical and operational advice specific to your environment. A one-time purchase covers the entire system, and additional Personalized Support Days can be added to provide the appropriate service experience for the system.

HP Proactive Care Advanced—The recommended support for the HP ConvergedSystem 900 for SAP HANA. In addition to the benefits outlined above, HP Proactive Care Advanced includes the assignment of a dedicated, local ASM for collaboration, best practices, and critical event management that provides 24x7 fast response, and IT service restoration with incident follow-up to prevent repeat occurrences. All of this is designed to give you a personalized, high-touch support experience that keeps your system fully available and running at peak performance.

Note

While support for the SAP HANA software requires a separate support agreement with SAP, HP and SAP collaborate to resolve issues around SAP HANA. You get a dedicated, single point of contact for the whole solution spanning HP ConvergedSystem for SAP HANA, SUSE, and SAP HANA, itself.

Additional support options

HP Support Services offers many options to meet your diverse operational and support needs, including:

• HP Proactive Select (recommended)—Addresses on-going operational and technical skill needs for SAP HANA environments. You can buy HP Proactive Select credits upfront, and choose from around 120 services throughout the year. The menu has a broad and evolving selection of services—health checks, optimization, performance, and security—helping you address changing needs and staffing requirements with flexibility throughout the support life. These credits may also be used for assistance in implementing HP ConvergedSystem updates.

• HP Datacenter Care—For large, complex environments where a more personalized, customized approach to support is needed, this service provides one solution for all of your reactive, proactive, and multi-vendor support needs for the entire environment.

For more information about HP support services visit: hp.com/us/en/business-services/it-services.html?compURI=1541813#.Uylbd_ldXRM

Is SAP providing services for SAP HANA?

Yes, SAP provides software support for SAP HANA as part of the license contract. This is in fact mandatory. In addition, SAP provides various consulting services on a "time and materials" basis. However, SAP never deals with infrastructure topics such as hardware support, OS patching, and firmware, nor are they involved in the production of HP ConvergedSystem for SAP HANA and the respective selection of server names, IP addresses, or the installation of the OS and the SAP HANA software. These are provided by HP.

While the SAP HANA software requires a separate support agreement with SAP, HP and SAP collaborate to resolve issues. You can contact either HP or SAP and enjoy coordinated support for the entire solution. HP offers enhanced call experience with advanced technical expertise and end-to-end case ownership.

Who provides the SUSE Linux OS and supports it?

SAP HANA runs on a specific version of SUSE Linux called "SUSE Linux Enterprise Server for SAP Applications." HP installs the OS at the factory and provides all support as your single point of contact.

For more information

Where can I get more information?

More information is available online at: hp.com/go/convergedsystem

Our solution partners

SAP Partner

(intel)

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