HPE Recovery Manager Central Solution for SAP HANA on HPE 3PAR service

Consulting from HPE Pointnext

Service overview

HPE Recovery Manager Central (RMC) Solution for SAP HANA® on HPE 3PAR service is designed to assist in achieving a higher speed and lower cost backup in comparison to traditional backup applications.

Hewlett Packard Enterprise offers this service utilizing an HPE RMC REST API-based solution from our HPE AllianceOne global partner, Accenture. Our collaboration with Accenture allows us to make a unique data protection offer for SAP HANA.

The HPE Pointnext Consulting service enables data protection for your SAP HANA environment and leverages the world-class HPE 3PAR Snapshot technology. Data protection may be further enhanced with backups onto HPE StoreOnce. The HPE StoreOnce systems deliver a unified backup-to-disk solution with built-in deduplication technology.

Hewlett Packard Enterprise helps integrate the solution you need by providing consultative services to configure and integrate SAP HANA, HPE 3PAR, HPE RMC, and HPE StoreOnce built on an HPE RMC REST API scripting-based solution.

This is a fixed-scope, fixed-price service with a delivery that will not exceed one work week (five business days) for the Level 1 service; seven days (seven business days) for the Level 2 service; and two work weeks (10 business days) for the Level 3 service. These service options are described in more detail in the Service eligibility section of this document.

Note: HPE RMC Solution for SAP HANA on HPE 3PAR service is a post-installation service. Hewlett Packard Enterprise recommends the prerequisite HPE Recovery Manager Central Installation and Startup Service (SKU: HA124A1#5WD).

Service benefits

- Helps to improve recovery time objectives (RTOs) and recovery point objectives (RPOs) compared to traditional methods, especially for large SAP HANA databases

- Supports both HPE factory-configured SAP HANA Converged Systems or HPE built Tailored Datacenter Integration (TDI) environments

- Helps to validate data protection and recovery process within the client environment

- Enables point-in-time recovery of SAP HANA databases using a mixture of the HPE and SAP® standard products

- Helps expedite the integration process of protecting SAP HANA with HPE 3PAR, HPE RMC, and HPE StoreOnce with an all HPE solution and best practices

- Is intended to enhance your SAP HANA, HPE 3PAR, and HPE StoreOnce investment by integrating unique features and functionality

- Helps enable you to create, integrate, and customize backup-to-disk snapshots

- Complements existing application and database backups

- Empowers application owners to manage some of the backup processes

- Helps to enhance your data protection policies

Service feature highlights

• Helps to verify integration of HPE RMC-based solution with client monitoring to improve service availability and reliability

• Integrates directly with HPE RMC and HPE 3PAR StoreServ for SAP HANA database data protection

Service features

Feature	Delivery specifications
Kickoff	An HPE project manager will work with the customer remotely to:
	• Initiate the project with a kickoff meeting and organize follow-up and status meetings, including discussions of requirements on the HPE RMC Solution for SAP HANA on HPE 3PAR service
	• Identify and review all service prerequisites including environmental readiness document and any actions required by the customer prior to the on-site delivery project phase
	• Schedule the on-site and remote delivery of consultative services
Discovery	The Accenture consultant will work remotely and the HPE Pointnext consultant will work with the customer on-site to:
	• Perform data discovery through interviews with the customer's backup administrator and SAP HANA administrator
	• Conduct whiteboard advisory session on the whole backup environment
	• Review the SAP HANA, HPE 3PAR, HPE RMC, and HPE StoreOnce configuration
	• Evaluate the existing Fibre Channel SAN and network environment for HPE RMC, HPE 3PAR, and HPE StoreOnce considerations
	– Run the environment verification script
Deploy	Hewlett Packard Enterprise assists the customer in determining the appropriate integration plan based on the solution requirements, as well as helps to:
	• Define the in-scope SAP HANA database, HPE 3PAR, HPE RMC, and HPE StoreOnce
	• Deploy the HPE RMC REST API scripts
Integrate and test	Hewlett Packard Enterprise and Accenture provide one-on-one consultation with the customer to integrate the HPE RMC scripts into their SAP HANA environment based on the requirements identified and agreed upon during the deploy phase.
	These may include:
	• Helping identify RTO and RPO
	• Helping integrate HPE RMC and HPE 3PAR StoreServ into your SAP HANA environment
	• Updating the HPE RMC REST API script configuration files with customer environment details
	• Running the HPE RMC provided scripts to protect the SAP HANA environment
	• Performing recovery test of a SAP HANA database
Document	An HPE project manager will work with the client project manager and project sponsor so that deliverables are completed as described. It includes:
	• Documenting the in-scope configured environment
	• Documenting data protection and recovery results

Service eligibility

Feature	Delivery specifications
Level 1	The level 1 service is suitable for customer who requires a snapshot-only based solution and may not have an HPE StoreOnce system.
	Customers are eligible for delivery of the level 1 service for up to one (1) work week (five business days) if they meet the following scoping parameters:
	• Up to and including five (5) SAP HANA database instances in an HPE factory-configured SAP HANA Converged Systems or TDI environment
	• One (1) HPE 3PAR StoreServ Storage system
	• One (1) HPE RMC system
Level 2	Level 2 service includes both HPE 3PAR Snapshot and Express Protect backup to an HPE StoreOnce system.
	Customers are eligible for delivery of the level 2 service for up to seven (7) business days if they meet the following scoping parameters:
	• Up to and including five (5) SAP HANA database instances in an HPE factory-configured SAP HANA Converged Systems or TDI environment
	• One (1) HPE 3PAR StoreServ Storage system
	• One (1) HPE RMC system
	• One (1) HPE StoreOnce system
Level 3	Level 3 service may be suitable for customers who require HPE 3PAR Snapshots, backup to HPE StoreOnce, and replication to a secondary HPE StoreOnce system thus enhancing disaster recovery capabilities.
	Customers are eligible for delivery of the level 3 service for up to two (2) work weeks (10 business days) if they meet the following scoping parameters:
	• Up to and including five (5) SAP HANA database instances in an HPE factory-configured SAP HANA Converged Systems or TDI environment
	• One (1) HPE 3PAR StoreServ storage system
	• One (1) HPE RMC system
	• Two (2) HPE StoreOnce systems

Service limitations

Services provided are subject to the limitations set forth in this data sheet; any requirements outside these parameters will require implementation of a mutually agreed-upon statement of work (SOW) based upon the customer's requirements.

Hewlett Packard Enterprise is providing integration recommendations based on the accuracy and completeness of the information available at such time, along with the accuracy and completeness of any information provided by the customer used to implement this service. The HPE recommendations are provided with the intention of helping the customer choose the best options and functionality based upon their existing backup environment and IT infrastructure.

The integration service is designed to help the customer acclimate and integrate their SAP HANA system into the HPE RMC environment effectively.

Customer responsibilities

- For an established backup environment, the current backups are made available prior to HPE RMC Solution for SAP HANA on HPE 3PAR integration

- Provide a Linux®-based physical or virtual machine to act as the role of the scripting host; this system must support Python libraries as part of the service

- Have the prerequisite HPE StoreOnce RMC Startup and Installation Service previously performed

- Provide HPE 3PAR, HPE StoreOnce, and HPE RMC licenses, along with its installation

- Allow the HPE personnel full access to all software and hardware products to be supported; if security restrictions apply to any supported systems, the customer may be required to assume additional responsibilities for configuring the system and software

- Give Hewlett Packard Enterprise full access to all locations where the service is to be performed

- Assign a designated person from the customer's staff who, on behalf of the customer, will grant all approvals, provide information, and otherwise be available to assist Hewlett Packard Enterprise in facilitating the delivery of this service

- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service, if applicable

- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required

- Perform other reasonable activities to help Hewlett Packard Enterprise identify, implement, or resolve problems, as requested by us

- Provide all information necessary for Hewlett Packard Enterprise to deliver timely and professional remote support and to enable us to determine the level of support eligibility

- Engage with the customer's IT backup administrator, storage administrator, SAP HANA database administrator, network administrator, server administrator, and other selected staff to discuss business or operational objectives and any special requirements

- Be responsible for the security of the customer's proprietary and confidential information

General provisions/other exclusions

Any services not clearly specified in this document are excluded from this service, including but not limited to:

- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HPE Warranty or an applicable HPE Hardware Support agreement

- Application integration or integration of third-party products or peripherals not included with the system

- Any implementation of the HPE recommendations provided because of these services

- 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

- Any services provided outside of the HPE standard business hours may be subject to additional charges. Portions of the service are delivered remotely or on-site, at our discretion

- Our ability to deliver this service is dependent on the customer's full and timely cooperation with us, as along with the accuracy and completeness of any information and data the customer provides us

- This service is delivered as a single event over consecutive business days during local HPE standard hours and days excluding HPE holidays

- Environments that require multiple engagements over a longer period are not included with this service and are available for additional cost. No more than one HPE Pointnext consultant, who is part of the on-site activity, delivers this service

- Deliverables, if any, are accepted upon delivery

Ordering information

The availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations.

To obtain further information or to order HPE Recovery Manager Central Solution for SAP HANA on HPE 3PAR service, contact a local HPE sales representative and reference the following product numbers:

• H5UR7A1 for HPE RMC Solution for SAP HANA on 3PAR Level 1 Service

• H7RF6A1 for HPE RMC Solution for SAP HANA on 3PAR Level 2 Service

• H7RF7A1 for HPE RMC Solution for SAP HANA on 3PAR Level 3 Service

• H1WV1A1 for HPE RMC Solution for SAP HANA on 3PAR Custom SOW Service

Hewlett Packard Enterprise recommends HPE Recovery Manager Central Installation and Startup Service (SKU: HA124A1#5WD) as a prerequisite. Other startup and installation type services are also available as listed here:

• For HPE Recovery Manager Central with local copy (Snapshots), Express Protect, or replication for a single host HANA database, order: HA124A1#5F0 (H2UT0E).

• For HPE Recovery Manager Central with local copy (Snapshots), Express Protect, or replication for a multi-host HANA database, order: HA124A1#5FN (H6KY5E).

Depending on the point of purchase and the requested service-level option, other product numbers may apply. Consult a local HPE representative or HPE reseller regarding, which product number will best meet your specific needs. Hewlett Packard Enterprise can provide support and consulting services if SAP HANA, HPE 3PAR, HPE RMC, and optional HPE StoreOnce products are not configured prior to the service order.

Learn more at
hpe.com/services

Make the right purchase decision. Chat with our presales specialists.

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