

Services for SAP and HANA

HANA design, installation, migration, upgrade

SAP installation, migration, upgrade

SAP Solution Manager

SAP performance consulting





Your number one for SAP and HANA

SAP is the worldwide market leader for enterprise resource planning (ERP) software, and has been the leader for enterprise software in the last three decades.

Hewlett Packard Enterprise is market leader in providing hardware for SAP® applications.¹ Many major SAP customers operate their SAP installations on HPE infrastructure.²

Together, Hewlett Packard Enterprise and SAP provide customer value-add through their partnership that has lasted more than two decades.

More than hardware

Hewlett Packard Enterprise is more than hardware. HPE has established HPE Pointnext as an innovative IT services organization to make Hybrid IT simple and power the Intelligent Edge. As an agile technology partner, HPE Pointnext helps you to modernize your legacy infrastructure with the flexibility of the cloud and maximize the value of your connected devices.

SAP services end to end

Delivered by HPE Pointnext, we provide a rich portfolio of services and solutions.

These service solutions enable your IT and your business to efficiently assess, implement, and run SAP and HANA environments.

The offerings include

- Advisory to assess SAP and HANA opportunities
- SAP and HANA installation, upgrade, and migration
- SAP Solution Manager
- And many more

Easy contact

See the subsequent pages about some examples of services from HPE Pointnext.

For any questions or requests, reach out to sap.services@hpe.com.

¹ HPE is the leading SAP HANA® hardware provider

² Gartner Says Worldwide Server Revenue (….) HPE secured the No. 1 position in server shipments (….) * Gartner, Inc., November 2016

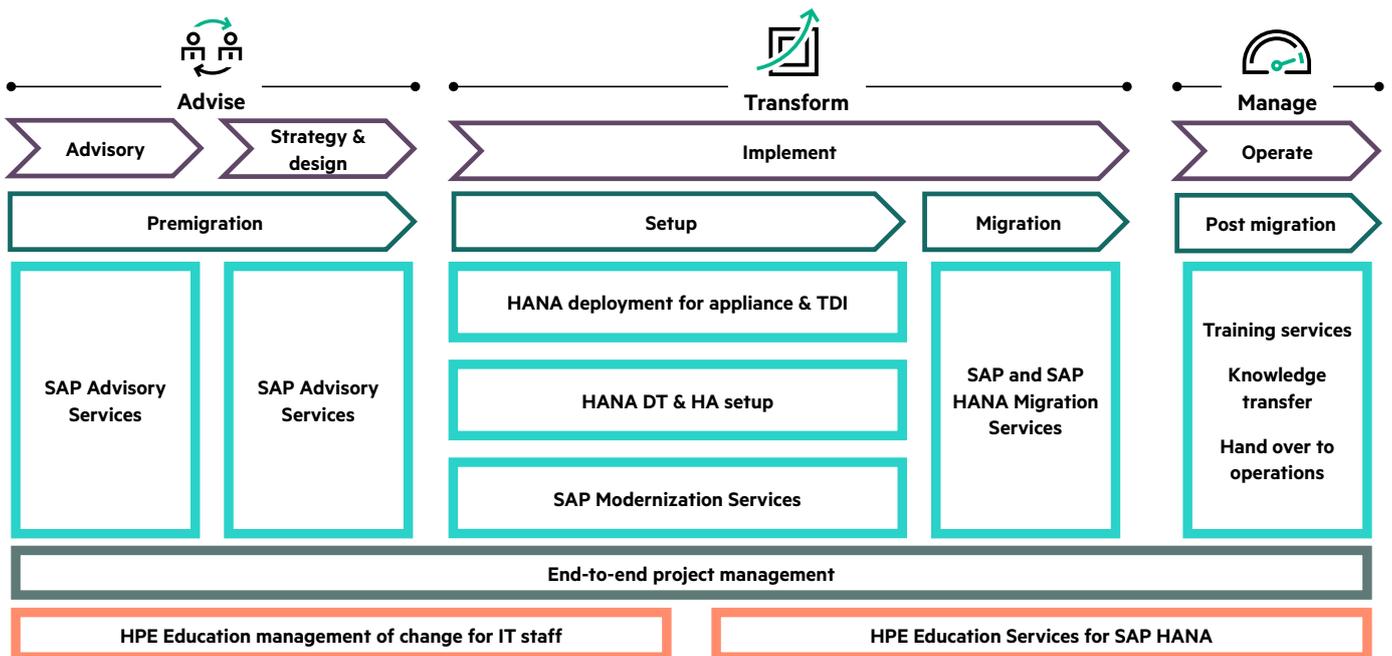


Figure 1. SAP and HANA related services from HPE Pointnext

SAP Performance Services

Good IT performance is essential for today's IT-dependent businesses and business processes. The SAP and Performance Services team is developing and delivering services focused on performance and capacity matters.

Description

Performance Services are one of the most challenging activities in IT, best comparable with security services.

There are three key capabilities required for efficient performance management:

1. Deep expertise and many years of experience end to end
2. Trustworthy data and excellent tools to collect this data
3. A proven scientific analysis methodology

The SAP and Performance Services team fulfills these. With 16 technical consultants and more than 200 years of service, outstanding results can be achieved.

Deliverables

Hewlett Packard Enterprise has a vast amount of performance-related services in the portfolio. This includes

- SAP trend analysis
- Individual SAP performance consulting
- Advanced Business Application Programming (ABAP) and SQL trace analysis
- Java root cause and HTTP performance analysis
- SQL statement cache analysis
- HANA analysis—HPE Capacity and Performance Review for SAP Solutions powered by SAP HANA
- Business Warehouse Accelerator (BWA) Health Check
- Database performance consulting

As Hewlett Packard Enterprise is offering performance consulting end to end (from storage over virtualization, OSs, databases up to application level) there are a lot more services beyond SAP. Read the [HPE Performance Services guide](#) for further information.

Benefits

- Fast issue resolution in case of reactive performance analysis, bringing the IT systems back to speed quickly and efficiently
- Change of impact recognition, showing the customer early how the planned IT or business changes will affect performance
- Proactive performance management, safeguarding the IT operation in its day-to-day business
- Reliable collection and reporting of performance metrics, underlying the service-level agreements (SLAs) by facts



SAP OS/DB migration services

Description

If at any stage of the SAP software lifecycle you need to change your operating system or database, the SAP OS/DB migration service effectively executes successful migration. It also supports smooth and continued operations on the new platform.

Value proposition

SAP OS/DB migration services help minimize technical risk involved in an operating system or database migration and avoid unforeseen costs that can occur during the migration.

Delivery type

SAP OS/DB migration services consist of several phases—preparation, trial migration, optimization, and final migration.

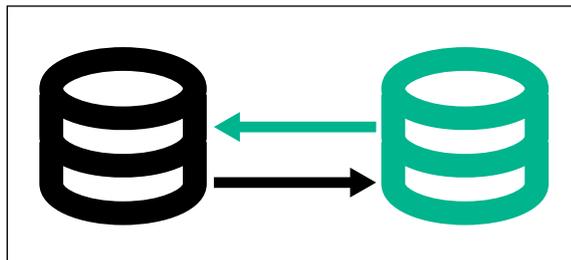
All SAP migrations are planned and executed by an SAP-certified HPE consultant. Only SAP-certified consultants are eligible to execute heterogeneous migrations of productive SAP systems.

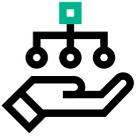
This is a well laid-out, easy-to-follow plan based on experience with hundreds of migrations. It prepares your SAP system, so it provides better performance, availability, and maintainability on the new platform.

Benefits

- You can achieve efficient, technically robust operation of your new operating system or database at a minimal cost.
- Your migration project is accelerated to get a faster return on your investment.
- Expensive system downtime during the migration is reduced.
- System resource usage is improved to make the most of your IT investment.
- Infrequently required migration expertise is outsourced.

Note: It depends on individual customer circumstances which migration tool should be used to transfer the data.





This section describes HPE SAP and Performance Services Team services for SAP Solution Manager.

SAP Solution Manager Health Check

Assess health of the SAP Solution Manager with regard to software installation, configuration, setup, usage, and operation

Description

SAP Solution Manager Health Check (SMHC) is a remote service that provides you with a detailed overview of the current system state. It identifies gaps and actions, and estimates the effort for upgrades or investments.

This service gives you the possibility to bring your Solution Manager into a consistent state. That is mandatory prior to any Solution Manager project.

It also gives you important information during the application lifecycle to keep your Solution Manager in a healthy status during operation.

Details

- Experienced HPE consultants execute multi-dimensional checks inside the SAP Solution Manager.
- All relevant aspects of the SAP Solution Manager are evaluated, assessed, prioritized, and documented. The results are provided to the customer in written form.
- It helps moving the Solution Manager to the correct state prior to any related projects.
- The health check gives you important information during the application lifecycle to keep your Solution Manager in a healthy state during operation.
- On-demand presentation of the results is done in a virtual remote session.

Target audience

- All HPE and SAP customers running an SAP Solution Manager System.
- This service is very helpful for customers who are planning Solution Manager projects.

Benefits

- It provides a solid as well as independent baseline and action list to bring the system to an optimal state.
- Allows a smooth implementation of additional Solution Manager services or scenarios.
- Supports efficient ongoing operation of your SAP ecosystem.

Deliverables

- Online investigation inside the SAP Solution Manager
- Written report with detailed results
- Clear action item list to improve the functional state of the Solution Manager

SAP Solution Manager—HANA integration

Connect your HANA installation to your SAP Solution Manager to benefit from system management and monitoring capabilities

Description

The SAP Solution Manager—HANA integration connects your HANA database and HANA applications to SAP Solution Manager to facilitate HANA system management. This helps in monitoring HANA status and availability and eases regular system administration tasks.

In addition, EarlyWatch Alert (EWA) reports are also activated.

Deliverables

Changes and customization are performed in the HANA database system, on operating system level of the servers hosting the HANA server, and on SAP Solution Manager to achieve the result. This includes the following:

- Implementation of basic functions on Solution Manager
- HANA connection to SLD and Solution Manager
- Installation of latest diagnostic agent
- Establishing required system users
- Installation of database libraries
- Performing managed system setup
- Execution of technical monitoring setup

As a result, EWA reports and technical monitoring are active.

Benefits

EWA reports give a weekly overview of the system status as well as valuable indicators on tasks to do. HANA monitoring in SAP Solution Manager provides a central place showing all relevant information and enables alerts in case of unexpected system status.

Therefore, the SAP Solution Manager—HANA integration enables accurate and up-to-date system information. Any abnormal situations or downtime is also detected quickly. Weekly EWA reports are set up and scheduled.

Prerequisites

Prerequisite is a successful SMHC service. The service can be performed remotely or on-site.

Customers or the account support managers (ASM) provide the remote access (SAP GUI, HTTP, and OS/Linux®) with relevant user credentials.

If on-site assistance is needed, we need an office space with network access to the HANA database and Solution Manager, along with relevant user credentials.



SAP Solution Manager assessment and implementation

Onsite Run SAP assessment workshop and individual Solution Manager implementation as per requirements (Run SAP assessment/Run SAP standards and methodology)

Run SAP

SAP has developed Run SAP to implement end-to-end solution operations for your solution and processes.

Run SAP consists of

- Run SAP support standards (the content)
- Run SAP road map (the methodology)
- SAP Solution Manager (the tool)

Run SAP standards

- **Business process and interface monitoring**
- **Change control management**
 - **Change Request Management (ChaRM)**
 - **Quality Gate Management**
 - **Retrofit, cross system object lock, and more**
- Custom code management
- Data consistency management
 - Data integrity
 - Exception handling
 - Transactional consistency
- **Data volume management**
- **IT service management**
 - Incident management
 - Service desk
- **Job scheduling management**
- **Remote supportability**
- **Root cause analysis**
- Security
- Solution documentation
 - **Technical landscape documentation**
 - Business process documentation
- **System administration**
- **System monitoring and alerting**
 - Including HANA monitoring
- Test management
- **Upgrade management**

The HPE SAP and Performance Team supports you to implement all the standards marked in bold.

Description

The **Onsite Run SAP assessment workshop** provides information about the Run SAP methodology, the SAP Solution Manager, and important changes, as well as features of Run SAP support standards. Experienced HPE consultants share their experience of Solution Manager projects, customer discussions, and Solution Manager events with the SAP Partner Program.

The workshop is designed to have an open discussion about your requirements to build a solid SAP Solution Manager foundation. It also discusses its future usage.

Deliverables

Along with you, we can define the road map for an effective usage of the SAP Solution Manager. Hewlett Packard Enterprise determines which of the Run SAP standards are most important or urgent.

Benefits and advantages

- Stable production operation
- Readily available SAP Enterprise Support
- Higher visibility using Solution Manager as **single source of truth**
- Allows you to focus on innovation

Note: All activities start with an SMHC and an assessment workshop to determine the scope of work. Depending on the complexity of your requirements, we provide a proof of concept (POC) first before we do the final implementation work.

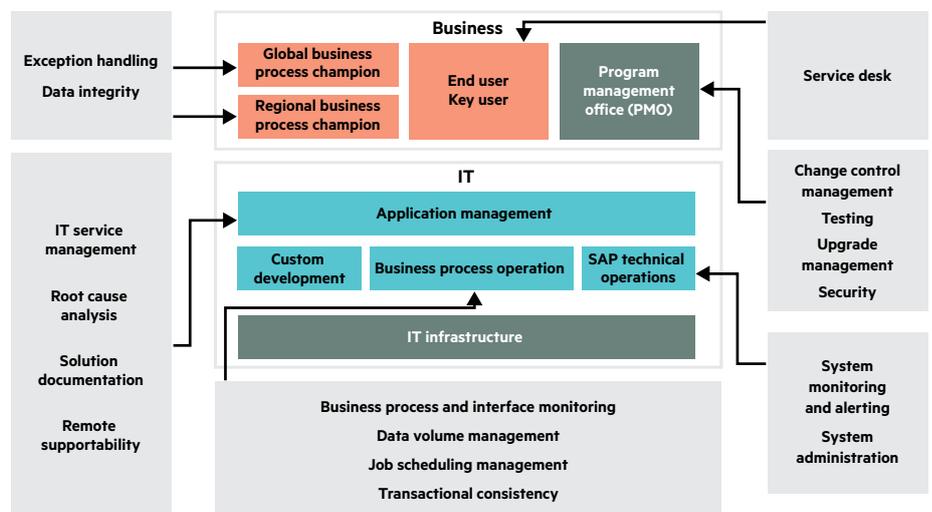


Figure 2. Overview of Run SAP standards and organizational relationship



Solution Manager patch and upgrade

Plan, prepare, and perform an upgrade, patch, or installation of an SAP Solution Manager according to the customer's target scenario

Who should stay on Solution Manager 7.1?

Mainstream maintenance of Solution Manager 7.1 ended 31 January 2017. Engage us to discuss how to upgrade to the latest Solution Manager version and patch level to benefit from the technical and functional improvements.

Who should go for Solution Manager 7.2?

Solution Manager 7.2 is available since end of 2015. Major improvements have been implemented in the area of Business Process Management (BPM). All companies planning to use process modeling or monitoring using BPM should upgrade to Solution Manager 7.2 as soon as possible.

Impact

- On Solution Manager basic functions: If you are just using the basic functions (EarlyWatch Alert [EWA], Maintenance, Landscape Management [LMDB]) the upgrade is easy and smooth. Alternatively, it is possible to perform a new installation.
- On Solution Manager CRM scenarios: CRM scenarios (Service Desk and ChaRM) were heavily impacted by the upgrade to Solution Manager 7.1. The upgrade to Solution Manager 7.2 will be smoother for these scenarios.
- On monitoring with Solution Manager: If you are using the old system monitoring, we recommend to upgrade as soon as possible to help minimize the gap of usable data and to benefit from the new features as soon as possible.
- Solution Manager 7.2 comes with a totally new implementation of the Business Process Management scenario, including Solution and Process Documentation and Business Process Monitoring. Learn more about these significant changes.
- For additional Solution Manager scenarios: A lot of new features in nearly every scenario were introduced. We recommend an assessment workshop first to determine the most efficient approach.

Services and deliverables

- Solution Manager upgrade service

Prepare and perform the technical upgrade to Solution Manager 7.2. The setup activities include preparation, basic setup, and managed system configuration of the development and production of Solution Manager along with one production system. Additional managed systems can also be connected (charged extra).

- Solution Manager patch service

Apply the latest support package stacks within the same Solution Manager version. As SAP usually delivers new or changed functionality with Solution Manager support packages both impact and effort are comparable to an upgrade.

Managed system configuration can be ordered additionally.

- Solution Manager installation service

Install the latest version of SAP Solution Manager in your environment. After installation, the required setup steps are performed, including managed system configuration of the development and production of Solution Manager along with one production system. Additional systems are available on demand.

Related services

- Solution Manager Health Check remote service provides a detailed overview of the current system state. It identifies gaps and actions.
- Run SAP Assessment workshop: This workshop provides information about the Run SAP methodology and helps you to identify the support standards and Solution Manager scenarios that bring the most benefit according to the individual situation.

SAP Solution Manager scenarios

Implementation of SAP Solution Manager scenarios

Description

Hewlett Packard Enterprise assists you with the implementation of multiple Solution Manager scenarios—everything related to IT service management and Run SAP like a factory.

- IT Service Desk

Configure the built-in Service Desk for use with incident, problem, request, and knowledge management.

- ChaRM

Set up ChaRM and adapt configuration according to your needs. It includes both change request and execution, along with in-depth consulting on test scenarios as well as transport management system (TMS) setup.

- System and technical monitoring

Set up and configure the monitoring of managed systems, and adapt thresholds and objects to your needs. Get advice on technical monitoring best practices. Monitoring consulting is possible for CCMS monitoring, legacy Solution Manager system monitoring, and current technical monitoring.

- Root cause analysis

Configure Solution Manager Diagnostics (SMD) and train the users on how to use the root cause analysis (RCA) tools.

- Business process and interface monitoring

Set up business-related monitoring in coordination with the business process responsibilities. Beyond pure technical monitoring, this includes business metrics such as throughput, document volume, backlog, and more.

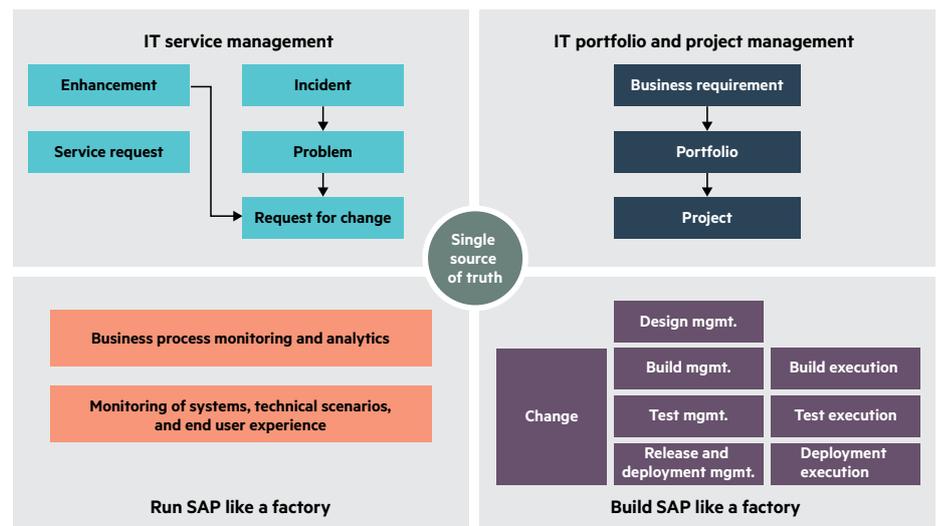


Figure 3. SAP Solution Manager—single source of truth and central tool for SAP system and lifecycle management

Note: Figure 3 based on SAP SE material, see support.sap.com/en/solution-manager/processes-72.html.

- Job scheduling management

Job management consists of two parts—job documentation with job requests to gather and manage nontechnical information and error-handling information as well as a change management for your jobs.

Job execution uses the built-in SAP scheduler or advanced scheduling solutions such as SAP Central Process Scheduling by Redwood, BatchMan, or other third-party scheduler.

- Data volume management

Data volume management (DVM) is used to control and reduce the amount of data on your productive SAP systems.

- Additional scenarios

Additional scenarios may be in scope, depending on the individual customer situation and requirements.

Benefits

SAP Solution Manager is a sophisticated toolbox for application management and provides the tools to manage and operate your SAP system landscape.

By implementing individual or single scenarios (tools), you benefit from these features. You can achieve cost saving and gain efficiency by following the SAP recommended methodologies Run SAP and Build SAP.

Deliverables

Implementation of specific Solution Manager scenarios as customer-specific project.

Summary

Conclusion

Whatever SAP or HANA challenge your IT or business teams face, there is a one-stop solution to assist you.

SAP and HANA services offered by HPE Pointnext can assist you to handle every demand of your SAP project and your SAP environment. There are offerings covering all aspects from the initial planning and design, over implementation up to support and operation.

Resources

Approach your HPE contact or HPE representative (for example, ASM, account delivery manager, or others) to get in touch with us, or directly send an email to sap.services@hpe.com describing your requirements.

HPE Pointnext

HPE Pointnext is the IT services organization of Hewlett Packard Enterprise. Services such as advisory, consulting, and support offerings are bundled within this organization to help you hand-in-hand to achieve your business goals.

Your mission is our mission: we help you to drive rapid transformation across your enterprise all on your own terms.

More information about HPE Pointnext is available at hpe.com/us/en/services.html.

Search for the unboxing video by entering HPE Pointnext in the search at [youtube.com](https://www.youtube.com) to get to know HPE Pointnext in 1:30 minutes.

SAP and Performance Services team

SAP and Performance Services team, part of HPE Pointnext, is developing and delivering services focused on performance and capacity matters.

This team can cope with this end-to-end: all layers from application (including SAP), databases, OSs, virtualized environments, and disk storage are covered.

In addition, we also offer workshops, assessments, and supplementing services for SAP (including migrations, SAP Solution Manager, and monitoring projects).

More information about the SAP and Performance Services team is found in the team brochure at hpe.com/h20195/v2/Getdocument.aspx?docname=4AA5-9530EEE.

Contact us via performance.team@hpe.com.

HPE & SAP Strategic Alliance

With dedicated people, a complete portfolio of SAP-optimized services and solutions, committed co-innovation, and a proven business model, Hewlett Packard Enterprise and SAP deliver what you need for a successful IT transformation journey.

More information about the HPE & SAP Strategic Alliance, including more reasons to go with Hewlett Packard Enterprise, is available at hpe.com/partners/sap.

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