

Data Sheet

SAP HANA Readiness Service (Pack)

Technical Advisory Services



INTRODUCTION

The **Technical Advisory Services** for **IT Infrastructure Solutions** from Fujitsu is defined as a set of consulting services focusing on a particular customer use case scenario. They include initial analysis, customer workshops and a guideline for the transformation process onto SAP HANA or related Solutions. The SAP HANA Readiness Service is one of these offerings with a strong focus on SAP HANA technology and how to successfully implement an SAP HANA Infrastructure solution and its integration into the customer's data center (DC).

OVERVIEW

The transition onto SAP HANA is a complex and demanding project, and requires careful planning. SAP HANA is a high performance, analytical, in-memory data platform that is deployed on certified, standardizes and optimized hardware. Delivered as an HANA Appliance or as an "SAP HANA Tailored Data Center Integration" (TDI), SAP HANA installations should be prepared for like any other business critical SAP system.

Fujitsu's **SAP HANA Readiness Service** is based on a proven methodology to implement SAP technology within the customer's DC. It provides customers with all the information required to get started with their SAP HANA project such as HANA use cases for their industry, sizing the instances, support mechanism, server & system requirements, security, backup -recovery and high availability in the most appropriate way based on their requirements.

BENEFITS

- Fujitsu specialists (**SAP certified Technology Associate**) available to support the planning & preparation of their SAP HANA project.
- Standardized project implementation methodology
- Fast implementation
- Holistic approach to review all aspects of DC integration
- Foundation for reliable complete budget calculation (defined costs of the SAP HANA project)

OFFERING

For a typical mid-size customer the SAP HANA Readiness Service covers following services:

Assessment / SAP Landscape Strategy

- The customers current business requirements
 - e.g. Performance, support, security, HA related requirements
 - e.g. Analysis of availability & usage of SAP licenses
- Methodical analysis of the customers current SAP IT infrastructure
- Virtualization Technology Options

Solution Concept

- SAP HANA sizing with Fujitsu's recommendations
- Proposal for a tailored hardware configuration based on
 - SAP certified HANA infrastructure
 - The customers current SAP Infrastructure
- Backup & Recovery Concepts
- High Availability & DR Strategy

Migration strategy

- Definition of installation & upgrade requirements
- Definition of support requirements during migration
- Update & patching services, e.g.
 - Hardware, Firmware & OS
 - SAP HANA Platform
- Security Requirements

DELIVERABLES

- Results of Customer Assessment
 - A summary of the customer's current SAP system landscape
 - The completed questionnaire with future business requirements
- Customer specific Strategy & Solution Concept Workshop
 - Defined customer requirements & goals
 - Review of the current SAP system landscape
 - Provide necessary information on HANA infrastructure for further planning
 - Outlined SAP HANA transition process
- High level documentation of the future solution concept design (documentation of future infrastructure solution)
- Documentation of the suggested technology & products
- Input for RFI of an SAP HANA infrastructure solution (upon request)

PREREQUISITES

- After ordering you are provided and requested to complete a project questionnaire and to provide sufficient up-to-date workload information.
Please consider the "System Inspection Service" for collecting complete & current SAP performance data.

Sales and Operations

As typical with packaged services, they can be conveniently purchased in the desired quantity depending on the individual requirements.

One SAP HANA Readiness Service Pack represents 3 (three) working days (each 8 hours), including a 1 (one) day workshop on site at local business hours.

In any case, when the consultant first meets the customer, the intended work to be done has to be jointly discussed, agreed and documented in a service schedule which is then signed by both parties.

In case the content of the service schedule exceeds the purchased Pack,

- the workload needs to be reduced and agreed / approved or
- Customer needs to purchase an extension Packs.
These extension Pack represents 1 (one) additional day.

The SAP HANA Readiness Service (Pack) will be delivered by a Fujitsu specialist at an onsite meeting with customer's SAP IT operations management team over three consecutive days.

With the extension Pack, this customer meeting can be extended.

Legal information / General terms and conditions

The product, delivery and service features described above include a final list of the features of the subject of the contract and do not represent a guaranteed quality or declaration thereof in the eyes of the law.

In addition to this data sheet, the following general business terms and conditions of Fujitsu apply in the respective local version (see <http://www.fujitsu.com/fts/support-local-terms>):

"General Terms and Conditions for IT Integration Services, IMAC/D Services and other works and services subject to acceptance"

Ordering the SAP HANA Readiness Service

	Description	Base Unit	Ordered
FSP:G-IC08900PRSER	SAP HANA Readiness Service package	3 day (each day 8 working hours at local business hours)	1x
FSP:G-IC09300PRSER	SAP HANA Readiness Service package - extension	1 day (8 working hours at local business hours)	1x

This offering contains all cost elements.

More information

Fujitsu Portfolio

Product Related Services ensure system availability and business continuity of customers' IT systems during all phases of a product's lifecycle. Depending on the criticality of IT systems and processes customers can choose between reactive services and proactive/ preventive services. Product Related Services can be added to both hardware and software product in perfectly tailored packages.

What's more? In order to liberate customers from the significant challenges of tighter budgets and ageing equipment Product Related Services can be purchased together with the hardware/ software components on a subscription basis as Hardware as a Service (HaaS).

Fujitsu Portfolio

Built on industry standards, Fujitsu offers a full portfolio of IT hardware and software products, services, solutions and cloud offering, ranging from clients to data center solutions and includes the broad stack of Business Solutions, as well as the full stack of Cloud offerings. This allows customers to select from alternative sourcing and delivery models to increase their business agility and to improve their IT operation's reliability.

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