

Simplify your IT and drive business success

Data center services for your HPE SAP HANA TDI Deployment



SAP HANA is a journey, not a destination

Customers have told us:

- How do I reduce the number of service agreements and improve SLAs?
- I need access to HPE SAP HANA experts
- I need to reduce downtime and avoid risk
- How do I reduce associated administrative costs?
- I need to accelerate time-to-value on TDI
- How do I effectively deploy and manage SAP HANA TDI solutions?

Start with the HPE Pointnext advantage

- Resolve problems faster with access to SAP HANA expertise
- HPE SAP HANA infrastructure support and accountability for all HPE SAP HANA infrastructure issues working with an Assigned Account Support Manager and team
- An enhanced case handling experience with access to SAP experts through the HANA CoE
- Collaborative problem management and resolution through escalation management with SAP and SAP certified Partners
- Facilitate success with a TDI specific on-boarding discovery process
- Collaborative problem resolution
- An experience to Facilitate business success

HPE Datacenter Care for SAP HANA Tailored Datacenter Integration (TDI)

SAP HANA® has evolved from a core data platform into an innovative enterprise application platform that supports business applications both on premise and on demand.

At **HPE**, we recognize SAP HANA is a journey, and your journey is unique. We can help you minimize risk and driving operational excellence so you can focus on driving business priorities.

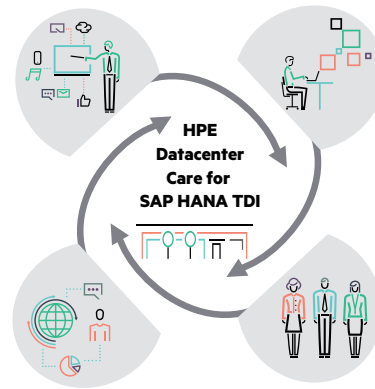
HPE Datacenter Care for SAP HANA TDI

Tailored to specific needs

- Flexible suite of proactive services
- Easy to add new devices to your SAP HANA TDI support agreement
- Options include: consumption models and IT management services

Entire IT environment

- Support for HPE & non HPE
 - Collaboration with SAP
- Global scope



Single point of accountability

- Assigned support team
 - SAP HANA infrastructure expert guidance
- Remote discovery process
 - Special TDI on-boarding process with the SAP HANA CoE

Expert guidance

- SAP HANA TDI
 - Solution level expertise
- Enhanced call handling
 - Access to the SAP HANA CoE

HPE Datacenter Care (DC) delivers the experience you need to help your IT drive business success. Accelerate innovation as you free up your resources.

Improve IT reliability, performance, and stability as you reduce complexity and risk in the data center. Increase the value of IT to the business with support aligned to your business and budget needs. Rely on one partner for expert help based on the way you operate receiving a personalized, tailored experience.



“We rely on Datacenter Care from HPE Pointnext to provide 24/7/365 support for ADP’s mission critical infrastructure.”

– Vipul Nagrath, Global CIO, ADP

HPE Datacenter Care for SAP HANA TDI keeps ADP’s core Big Data operations and environment: stable, agile, efficient, and secure!

Tailored services for your HANA journey

HPE Pointnext helps customers reduce complexity, save time and manage costs, improve availability and performance, to free up IT staff to focus on business innovation and growth. Wherever you are on your HANA journey, HPE Datacenter Care for SAP HANA Tailored Datacenter Integration (SAP HANA TDI) service can operate and evolve your TDI infrastructure. Fully realize the benefits of the SAP HANA TDI as your HPE IT infrastructure. We can help resolve challenges faster by partnering with HPE SAP HANA technical experts. Keep your IT resources focused on business priorities and get higher performance on your SAP HANA system.

We help you to realize the full benefits of your HPE SAP HANA TDI solution.

HPE Datacenter Care SAP HANA TDI provides context-aware support for eligible HPE and SAP products that are part of your infrastructure. With this service, you have access to the HPE SAP HANA Center of Excellence (CoE) that supports your IT teams with problem diagnosis and helps toward resolution for incidents on covered HPE branded TDI compute blocks. You receive assistance in troubleshooting problems and identifying potential configuration and hardware-related issues on HPE TDI compute blocks.

We employ a collaborative approach with SAP. HPE opens a call on your behalf with SAP utilizing the SAP workflow call management system and will provide information about your issue. If the call is transitioned to SAP, it will assume the support service level attributes defined in the agreement between you and SAP.

HPE Datacenter Care SAP HANA TDI, designed for simplicity and reliability can help improve SAP HANA system performance and reduce downtime on covered HPE TDI infrastructure. Support cases are managed by engineers specialized in HPE SAP HANA. You receive tailored onboarding processes to help achieve success and accelerate time-to-value.

Save time by calling HPE for comprehensive coverage to help meet your service-level commitments, and connect your technology to HPE for faster problem resolution. Reactive support includes comprehensive hardware and operating systems services that will help increase the availability of your IT infrastructure. You can meet your service-level commitments choosing from coverage levels and response times.

- Choose from a broad range of hardware and OS reactive service levels to meet your IT and business requirements
- Cover new devices easily as they are added to your HPE Datacenter Care agreement for your environment with the HPE Datacenter Care Add-On

Enhanced call handling: Access to SAP HANA technical experts

An HPE Technical SAP HANA solution specialist, manages your case from start to finish. Experience a consistent support experience with priority elevation and critical event management. HPE SAP HANA CoE collaborates on complex problem diagnosis and resolution.

Your assigned account support manager (ASM): Collaborates with you to understand your specific needs and tailor the support experience based on your IT and business goals. Your assigned ASM:

- Is your advisor from HPE and manages your support experience to meet your unique needs
 - Develops your personalized Account Support Plan with roles and responsibilities
 - Meets with you routinely to discuss value delivered, required changes, and support priorities
 - Discusses trends, any planned changes to your IT environment and business, and any possible impact of these changes to your support requirements
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HPE Advisory Services for SAP HANA Tailored Datacenter Integration

In addition to Operational Services, we offer HPE Advisory Services for SAP HANA TDI. The Tailored Datacenter Integration (TDI) deployment model provides flexibility, but it introduces new considerations and possible risks that must be mitigated. Tackling these risks proactively allows you to enhance the benefits of adopting SAP HANA. HPE offers a range of additional advisory and professional services that adopt this approach, and are designed to help you accelerate the return on your investment, as well as improve the stability and performance of your SAP HANA TDI deployment. These data center services are tailored to meet your specific needs, reduce risks, and empower your IT organization to own and manage your SAP HANA environment.

Why HPE

You rely on technology to run your business efficiently. To stay competitive and capitalize on new revenue opportunities, you have to learn how to access technology in new ways. Partner with HPE Pointnext experts to help you take full advantage of technology to drive business innovation and growth. Combining technology expertise with business intelligence, our service professionals help organizations across the globe to meet their evolving needs. They can do the same for you. Connect with our service experts to explore ways to do more with your technology investments and move your business forward.



Make the right purchase decision. Click here to chat with our presales specialists.



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