

Lenovo Managed Services for SAP NetWeaver® Business Warehouse Accelerator Systems

Efficient, flexible and cost-effective



Highlights

- Provides maintenance of your SAP BWA appliance
- Monitors key components of your installation 24x7
- Troubleshoots identified hardware and software issues
- Manages and upgrades your solution for optimized performance and reliability

Managed services address cost pressures

SAP Business Warehouse Accelerator (SAP BWA) efficiently supports the querying of massive amounts of data in a business analytics environment. But managing and maintaining SAP BWA can strain your resources, infrastructure and budget. Lenovo ESS (Lab Services) offers SAP BWA Managed Services on Lenovo System x® hardware to free up your resources and budget for mission-critical activities.

Services value

SAP BWA Managed Services are designed to manage and maintain your solution on System x hardware according to best practices.

Key benefits and features include:

- Maintenance of the system to assure correct installation, configuration and operation of the SAP BWA appliance according to best practices and with up-to-date system software and firmware
- 24x7 monitoring of the key components of the SAP BWA solution (Hardware, operating system software and IBM GPFS™)
- Troubleshooting and problem determination for identified SAP BWA hardware and software issues
- Consistent management and upgrade of your BWA solution for optimal performance and system reliability
- Simplified support process with ownership of issue resolution for Lenovo/IBM supported software and hardware

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Services Highlights

As part of these services, Lenovo Enterprise Solution Services will:

- Set up and configure managed services, including IBM Director, director agents on The SAP BWA servers, monitors, event plan and alerts
- Verify the configuration and functionality of the monitoring systems
- Monitor SAP BWA 24x7 with four-hour response time
- Assume ownership of the SAP BWA issues and pursue resolution of Lenovo/IBM Hardware and software related issues, including problem investigation and troubleshooting
- Conduct ongoing remote health checks to verify firmware, OS and cluster software levels and upgrade as necessary
- Maintain records of Lenovo and SAP patches and updates
- Conduct quarterly health checks to review and assess the configuration/installation of the hardware/software environment and provide recommendations
- Participate in status meetings and provide reports on issue resolution
- Provide technical support desk for SAP BWA customer problem calls

Who we are

Lenovo Enterprise Solution Services (Lab Services) is a consulting/services organization from Lenovo's world renowned Systems x development labs providing fee based services for our wide ranging Clients and Business Partners in various industries. Through Lab Services you can bring the expertise of the development community to the solutions for your customers. With deep skills in System x, Lab Services can ensure successful implementations of emerging technologies, accelerate the time to production, provide skills transfer and enhance satisfaction with our Lenovo solutions.

For more information on Lenovo System x Enterprise Solution Services (Lab Services), please look here:
<http://www-03.ibm.com/systems/x/services/>

For More Information

To order this service, contact a Lenovo Service Sales Opportunity Manager to establish requirements and create a statement of work. Quantity of part numbers required will be determined when the project is sized and statement of work is created.

For More Information, Please contact Clement Marcellus at cmarcellus@lenovo.com or x86svcs@lenovo.com for group mailbox