SAP High Performance Analytics Appliance (HANA) Health Check Services

Key Topics

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Overview

Health Check services for SAP HANA: On site assessment of HANA software stack (OS, GPFS, SAP), networking, solution configuration, and post install documentation, on Lenovo System x™ hardware.

Lenovo also offers ongoing managed services for this solution or periodic on site health checks to maintain your current system environment; assist with updating your configuration and share best practices for optimal performance and reliability.

Key Benefits

➢ Speed of Implementation: Performed by experienced consultants using proven methods and best practices on solution hardware, software and firmware.
➢ Quality of Implementation: Reduced risk of failures, issues due to incorrect or incomplete implementation.
➢ Provide preliminary planning assistance with data center preparation, networking environment and solution environment prior to on site visit.
➢ Provide periodic scheduled on site system assessment and update of your configuration for its continued optimal performance and system reliability.
➢ Provide on-site, hands on skills transfer for ongoing administration of the system.
➢ Deliver updated post install documentation, suitable for ongoing management and support of the system.

By engaging System x Enterprise Solution Services (aka Lenovo Lab Services) you will be giving yourself the means to fully exploit the capabilities of your system and not overlook important updates or features. You should be able to benefit from the depth of experience that our consultants bring with a minimum investment of your time.

HANA Health Check Offering Outline

Offering includes assessment and update of the firmware and software for the SAP HANA solution on Lenovo System x™ hardware to SAP and Lenovo best practices levels.
During the onsite visit Lenovo consultants will:
1. Perform a system assessment on the complete HANA solution.
2. Verify interoperability of the firmware levels, device drivers and Operating System (OS) patches.
3. Verify OS and HANA software based on SAP recommendations.
4. Update your hardware to the latest level of firmware, device drivers, OS patches, GPFS and SAP software as required, per mutually agreed schedule.
5. Check error logs and status of hardware and software components.
6. Investigate and address any HANA alerts.
7. Verify network connectivity and health.
8. Solicit customer concerns and investigate as needed.
9. Provide updated post install documentation detailing updated software levels.

For More Information Contact:

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SAP High Performance Analytics Appliance (HANA) Health Check Services

Requirements

➢ Access to system and network administrators, SAP application owners as needed.
➢ Security and access rights to your systems in order to perform skills transfer on installation, configuration and demonstration.
➢ Adequate office space, equipment, user IDs, telephones, supplies, hardware, software, documentation and tools, including conference room facilities, LCD projector for skills transfer sessions if required.
➢ Physical data center preparation (racking, power, network cables) completed prior to our arrival if new hardware is added or moved.
➢ Pre-install worksheet completed by customer and reviewed with Installation Services team

Assumptions

➢ Health Check service is limited to Lenovo System x™ SAP HANA environments.

➢ Assistance with ongoing product defect resolution, including assistance with problem determination, troubleshooting can be offered by the product support team under a 24x7 managed services support contract and is not included as a part of this offering.

Pricing

To order this service, contact one of our opportunity managers to establish requirements and create a Statement of Work (SOW). This service can be ordered using Lenovo System x part number 49Y3780 which represents a day's work (8 hours) by one of our consultants. Travel and living expenses are included when the part number is used. The number of part number units required will be determined when the project is sized and the SOW is created.

Who we are:

System x Enterprise Solution Services (Lenovo Lab Services) is one of the for-fee services organizations of Lenovo's world renowned Systems x development labs. Through System x Enterprise Solution Services you can bring the expertise of the development community on the latest technologies to your enterprise. With deep skills in System x products and technologies, System x Enterprise Solution Services can help you with your most difficult technical challenges. System x Enterprise Solution Services exists to provide you with successful implementations of emerging technologies to help accelerate your investment ROI and drive up your satisfaction with your 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/

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