Datasheet
PRIMEFLEX for SAP HANA®

FUJITSU

Remote ImplementationPack (EMEA outside Germany)

Introduction

The Fujitsu ImplementationPack provides a robust, high quality installation and implementation of a SAP HANA infrastructure. It provides an accelerated time-to-productivity foundation for enhanced operational stability and performance. This enables IT staff to focus on what is most important to their business and realize a rapid return on investment for this solution.

To ensure service quality and ongoing support assurance, PRIMEFLEX ImplementationPacks can only be delivered by a Certified PRIMEFLEX Implementation Engineer.

Benefits

The Fujitsu ImplementationPack PRIMEFLEX for SAP HANA ® provides an efficient and reliable deployment and complete implementation of SAP HANA into a new or existing SAP infrastructure landscape.

Delivers a complete, optimized, ready-to-run SAP HANA solution at a fixed price, eliminating the risk of unforeseen project implementation costs. Utilizing a proven pre-installed and pre-tested hardware configuration, customized to customer-specific requirements to ensure maximumised alignment to business needs.

Delivery Method

PRIMEFLEX Remote ImplementationPacks cover on-site physical install of Hardware and network cabling and the remote delivery of implementation tasks. If on-site implementation is required then additional charges will apply which can be agreed on request and ordered via the Time Pack.

PRIMEFLEX for SAP HANA ImplementationPack

- The Start Base ImplementationPack defines the new PRIMEFLEX base solution and includes the default setup tasks. Please note that the Start Base does not include any nodes.

- The Node Pack is used to cover the tasks required to prepare and add each node into the Cluster. This can be used for deployment at initial purchase time or to expand the Cluster at a later date in conjunction with a Cluster Extension Base pack.

- The ClusXT Base is used to extend an existing cluster at a later date (system expansion).

- The time pack is used to provide additional cost coverage. It should only be used with the agreement of the central implementation teams.

Order codes	
PRIMEFLEX for SAP HANA 3 Tier Start Base: **FSP:G-IM276XXPRSER**	PRIMEFLEX for SAP HANA 3 Tier ClusXT Base: **FSP:G-IM278XXPRSER**
PRIMEFLEX for SAP HANA 3 Tier Node Pack: **FSP:G-IM277XXPRSER**	ImplementationPack (SAP) Time (1 Working Day) **FSP:G-IM253XXPRDDS**

Service in detail

Our Service Offering

The ImplementationPack PRIMEFLEX for SAP HANA Start Base and ClusXT Base delivers the following services:

- In an initial telephone conference, the Fujitsu SAP HANA consultant introduces the project scope, collects and documents all the required information. The result is a completed questionnaire with all relevant information:
  - ➢ Infrastructure (power, rack size, storage,…)
  - ➢ Network (DNS, NTP, IPV4, IPV6, host names,…)
  - ➢ OS (Linux) (host names, UIDs, GIDs, …)
  - ➢ SAP HANA Basics (SID, Instance No, …)
- Description of the ordered solution, in scope & out-of-scope topics (Statement of Work)
- Installation of SAP HANA Database software (customer needs to provide a valid SAP HANA license)
- Product acceptance testing.
  - ➢ Acceptance testing
  - ➢ Resiliency testing
- Formal Handover documentation with all relevant SW version details and settings along with default passwords employed.
- Completion of Ready-4-Service Documentation
- Online activation of Fujitsu SolutionPacks

The ImplementationPack PRIMEFLEX for SAP HANA Node Pack delivers the following services:

- Installation of the Certified components into the customer's Data Center.
- All in-rack power and network cabling.
- Setup of remote access for remote deployment and ongoing support.
- Patching of firmware if needed
- HANA specific BIOS configuration
- Setup of iRMC address and settings
- OS Installation
  - ➢ OS RAID Setup
  - ➢ OS parameter settings in conformance with HANA certification
  - ➢ Install Fujitsu Drivers
  - ➢ Install ServerView Suite

- Network Integration
  - ➢ Server interfaces and potential approved internal switches
  - ➢ Setup DNS
  - ➢ Setup NTP

  - ➢ Customer switches remain as the responsibility of the customer (TDI approach)
- Storage Integration
  - ➢ Solution internal storage (server internal disks or e.g. direct attached JX40)
  - ➢ Configure DCPMM if available
  - ➢ Customer storage (HANA certified) remain as the responsibility of the customer (e.g. FC LUNs or NFS-Volumes, TDI approach)
- Necessary SAP HANA post installation tasks
  - ➢ Set file IO parameters
  - ➢ Configure global.ini
- High level functional HANA tests
  - ➢ Log in using the <SID>adm user
  - ➢ Stop and Start HANA
  - ➢ Display / Check Process List / Process Status
  - ➢ Log in using hdbsql
- SAP HANA KPI test
  - ➢ Usage of the corresponding SAP Tool (like HCMT, HWCCT)

Pre-requisites

The customer agrees to the following conditions as pursuant to the delivery of the service defined and provides:

- The required infrastructure (connections for the power supply, LAN etc.) including the necessary building cabling, are to be provided by the customer in such a way that they can be connected to the system

- Basic configuration parameters, such as IP addresses and host names are defined. The customer provides the appropriate license keys.

- The Ready-4-Service (R4S) workflow and related documentation ensure smooth hand over from the deployment to operation and, in addition, configuration changes and updates during the service period. When the contract starts, service readiness of the Fujitsu Integrated System is verified by Fujitsu. Therefore, the customer is required to support Fujitsu as necessary, in particular in recording required system configuration and third-party contract data at initial implementation.

- Delivery of implementation activities and ongoing support assumes that immediate remote access is available for Fujitsu. If the customer is unable to provide remote access the services described can only be provided in a restricted manner and the contractual service levels cannot always be met.

- The Base ImplementationPack must be purchased within 90 days of the PRIMEFLEX for SAP HANA.

Further PRIMEFLEX for SAP HANA Integration Services

Fujitsu offer additional integration services, available as bespoke projects. The following list is an example of the additional options that can requested and delivered on a time and material basis:

- SAP HANA XS Advanced Cockpit installation and configuration

- HANA Scale-Out solutions

- High Availability concepts

- Disaster Recovery concepts

- SAP HANA System Replication

- Migration Services

- Backup Integration

- System Monitoring Integration

- SAP Netweaver Implementation Service

- Any enterprise storage installation or integration besides NetApp & ETERNUS (available per Time & Material)

Service Delivery

The packages are delivered in local business hours (M-F 9x5). The service can be delivered outside of these times but will be subject to additional charges that can be quoted on request. PRIMEFLEX provides both installation and implementation services in one package. Completion of on-site installation tasks includes confirmation of remote access to enable implementation activities to be completed by central consultants.

Product Deployment Portal (PDP)

For maximum efficiency, it is strongly recommnended that PRIMEFLEX ImplementationPacks are implemented with the aid of Fujitsu's Product Deployment Portal. The PDP provides automatic scripting and documentation creation tailored to each customer solution and is used in all stages of the customer engagement, from initial presales consultation and design, to project management, Installation, Implementation and post-sales enablement.

AIS Connectivity

For customers requiring an enhanced SLA based support service, Fujitsu recommends the use of the AIS remote connection/autocall service. The ImplementationPack for each node includes the configuration of AIS into an existing infrastructure. If no AIS infrastructure exists, we offer an AIS Gateway service.

Travel Expenses

Travel cost for hardware installation is included as standard. Implementation is assumed to be delivered remotely and, therefore, no travel costs are included in Implementation Pack pricing. If a requirement dictates that implementation activities must be delivered on site then the associated costs will be charged additionally.

Out of Scope

The following exemplary topics are not part of a standard PRIMEFLEX for SAP HANA ImplementationPack:

- Any data migration service
- Any kind of virtualization installation or integration
- Any network hardware installation or integration
- Any SAP Netweaver application installation
- Backup integration
- System Monitoring integration
- Any HA or DR concept, installation or integration

Service Applicability

The ImplementationPack PRIMEFLEX for SAP HANA Start Base is only applicable to a new PRIMEFLEX for SAP HANA cluster and cannot be applied to extend an existing PRIMEFLEX for SAP HANA cluster.

The ImplementationPack PRIMEFLEX for SAP HANA ClusXT Base is only applicable to a growing an existing PRIMEFLEX for SAP HANA cluster.

Example Scenario:

A customer purchasing a 10 node cluster as an initial PRIMEFLEX for SAP HANA solution requires:

1 x ImplementationPack PRIMEFLEX for SAP HANA Start Base
10 x ImplementationPack PRIMEFLEX for SAP HANA Node Pack

A customer purchasing 4 node clusters for two different sites requires:

2 x ImplementationPack PRIMEFLEX for SAP HANA Start Base
8 x ImplementationPack PRIMEFLEX for SAP HANA Node Pack

A customer adding three nodes to an existing PRIMEFLEX for SAP HANA solution requires:

1 x ImplementationPack PRIMEFLEX for SAP HANA ClusXT Base
3 x ImplementationPack PRIMEFLEX for SAP HANA Additional Node

Besides this offering, Fujitsu can provide assistance and support with any other installation, implementation or integration on a separate contract. Please contact your local sales representatives for further details.

Legal Information / General Terms and Conditions

In addition to this data sheet, which includes a final list of the features of the services, the general business terms and conditions of the respective local Fujitsu entity for the performance of the services in its respective local version shall apply.

Please refer to: [Terms and Conditions](#)

More information

Fujitsu products, solutions & services

Fujitsu provides a range of platform solutions. They combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships.

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 datacenter 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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More information

Learn more about Fujitsu, please contact your Fujitsu sales representative or Fujitsu Business partner, or visit our website.

www.fujitsu.com

Fujitsu green policy

Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment.

Using our global know-how, we aim to contribute to the creation of a sustainable environment for future generations through IT.

Please find further information at http://www.fujitsu.com/global/about/environment

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Contact

Fujitsu

Web: www.fujitsu.com

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