

# Datasheet

## PRIMEFLEX for SAP HANA®

### Virtualized

## ImplementationPack

### 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 and pre-tested configuration, customized to customer-specific requirements to ensure maximumised alignment to business needs.

### PRIMEFLEX for SAP HANA Virtualized 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 Virtualized Start Base:  
**FSP:G-IM310XXPRDDS**
- PRIMEFLEX for SAP HANA 3 Tier Virtualized Node Pack:  
**FSP:G-IM311XXPRDDS**
- PRIMEFLEX for SAP HANA 3 Tier Virtualized ClusXT Base:  
**FSP:G-IM312XXPRDDS**
- ImplementationPack (SAP) Time (1 Working Day)  
**FSP:G-IM253XXPRDDS**

# Service in detail

## Our Service Offering

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

- Solution Specification - 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,...)
  - Storage concept
  - VMware ESXi version
  - vCenter connection
  - VM(s)
  - OS(s) (host names, UIDs, GIDs, ...)
  - SAP HANA Basics (SID(s), Instance No(s), ...)
- Description of the ordered solution, in scope & out-of-scope topics
- network integration
  - Server interfaces, virtual interfaces
  - configure DNS
  - configure NTP
  - Customer switches stay in customer responsibility (TDI approach)
- Integration of the necessary storage for VMs
  - Solution internal storage (server internal disks or e.g. direct attached JX40)
  - Configure DCPMM if available
  - Customer storage stays in customer responsibility (customer provides FC LUNs or NFS-Volumes, TDI approach)
- Creation and configuration of a first virtual machine
- OS installation and configuration
- Solution Handover
  - Handover Documentation & signed acceptance test
  - basic SAP HANA administration introduction (max 1h effort, no full-size training)
  - Ready4Service Documentation
  - Bulk-registration of HW/SW SupportPack & SolutionPack

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

- Installation of the Certified components into the customer's Data Center.
  - All in-rack power and network cabling.
  - ESXi specific BIOS configuration
  - ESXi storage configuration
  - ESXi installation
  - ESXi configuration
  - Installation of SAP HANA Database software (customer must provide a valid SAP HANA license)
  - 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 tests
    - Usage of the corresponding SAP Tool (E.g. 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 be requested:

- 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)

These (and further) services are available on a Time & Material basis.

## 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.

## 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 outside of DE, AT and CH. 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 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 virtualized 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 virtualized 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 virtualized Start Base  
10 x ImplementationPack PRIMEFLEX for SAP HANA virtualized Node Pack

A customer adding three nodes to an existing PRIMEFLEX for SAP HANA virtualized solution requires:  
1 x ImplementationPack PRIMEFLEX for SAP HANA virtualized ClusXT Base  
3 x ImplementationPack PRIMEFLEX for SAP HANA virtualized Node Pack

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.

[www.fujitsu.com/global/products](http://www.fujitsu.com/global/products)

## More information

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

[www.fujitsu.com](http://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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