

# Data Sheet

## PRIMEFLEX for SAP HANA®

### ImplementationPack

Product Related Services for IT Hardware



#### 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.

#### BENEFITS

The Fujitsu ImplementationPack PRIMEFLEX for SAP HANA® provides an efficient and reliable deployment and complete implementation of SAP HANA into the existing SAP infrastructure landscape. A perfect working environment, handed over within just a few steps.

- Rapidly delivers a complete, optimized, ready-to-run SAP HANA solution
- With a competitive 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 maximum alignment to the business needs

#### Ordering PRIMEFLEX for SAP HANA ImplementationPack

##### PRIMEFLEX for SAP HANA Base 3 Nodes

**FSP:G-IM19800PRSER** SP Sol Imp PF HANA 3-Tier Base 3 Nodes

##### PRIMEFLEX for SAP HANA Additional Node

**FSP:G-IM19900PRSER** SP Sol Imp PF HANA 3-Tier

##### PRIMEFLEX for SAP HANA Cluster Extension 1 Node

**FSP:G-IM20000PRSER** SP Sol Imp PF HANA 3-Tier ClusXT 1 Node

# Service in detail

## Hardware Installation (Local)

- Installation of the Certified components into the customer's Data Center.
  - PRIMERGY compute nodes
  - Approved Network switches
  - ETERNUS storage subsystem
- All in-rack power and network cabling.
- Setup of remote access for remote deployment and ongoing support.

## Software Implementation (Remote or Local)

- Production of a Low Level Design that satisfies the Customer's existing network design.
  - Including reserved parameters ready for future node expansion.
- Configuration of all devices against the Low Level Design.
- Installation of Host ESXi software.
- Installation of all solution appliances, vCenter, ISM, AIS etc.
- Joining of the guest to an existing active directory domain.
- 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.

## Pre-Requisites

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

- All information necessary to perform this service is available during the implementation time
- Access to the customer site and to all required systems is provided
- Contact to customer personnel with necessary authority and skills
- Necessary subsystems like (virtual) servers, storage systems and network components in case they should be utilized within the solution (TDI approach)
- The required infrastructure (connections for the power supply, LAN, Fibre Channel, SCSI, 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 known. The customer provides the standard operating system to be installed and if necessary the connecting and operating software on a suitable medium with the appropriate license keys
- The ImplementationPack must be purchased either with the PRIMEFLEX for SAP HANA, or 90 days thereafter.
- 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.
- The Fujitsu Infrastructure Support assumes that there is the possibility of immediate remote access is available for Fujitsu. If the customer rejects setting up remote access or it cannot be configured for other reasons, the services described can only be provided in a restricted manner and the contractual service levels cannot always be met.

Once Sizing and Configuration activities are complete, in accordance with the agreed Solution Concept design document with the customer (Pre-Sales activity) the following **mandatory services** are required for each physical service with PRIMEFLEX for SAP HANA® infrastructure:

- **PRIMEFLEX for SAP HANA Preload Service**

### Order information "SAP HANA Preload Service"

D:HANA-Preload                      HANA Preload Service

- This service provides a quality assured operating system installation (in factory at server build time) and firmware setup with all server specific drivers and further needed software. The installation will be adapted to customer values during DC implementation. This service reduces time and effort during the implementation phase and ensures industry and support standards paired with overall high quality. It is available for SUSE or RedHat.

### Deliverables PRIMEFLEX for SAP HANA Preload Service

One "PRIMEFLEX for SAP HANA Preload Service" covers one physical server. The service deliverables are:

- Initial Operating System installation (SUSE or RedHat) and configuration in conformance with the SAP certification for the corresponding server
- Firmware configuration in conformance with the SAP certification for the corresponding server
- Server specific drivers
- Server specific software configurations
- Industrialized, end-to-end services for end-to-end data center implementation, integration and operation
- Factory testing, error prevention and stable operation

See also the [HANA Preload Service Fact Sheet](#).

### Further PRIMEFLEX for SAP HANA Integration Services

Fujitsu offer additional integration services, available on project base (bespoke). The following list is an example of the additional options that can 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
- Hypervisor Layer Installation & Integration
- SAP Netweaver Implementation Service

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

### Service Delivery

The packages are delivered (9x5, local business hours) 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.

### 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.

### Implementation Pack extension

You can extend the "PF4SH Base 3 Nodes" pack or the "PF4SH Cluster Extension 1 Node" pack by adding the desired number of "PF4SH Additional Node" packs. This will add services to cover the desired number of additional nodes implemented at the same point in time. This is because "PF4SH Additional Node" does not cover travel costs. The other implementation packs cover installation travel costs.

### Service Applicability

The ImplementationPack PRIMEFLEX for SAP HANA Base 3 Nodes 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 Additional Node is used when a customer requires more than 3 nodes in a new cluster; or adds more than one node to an existing cluster at the same time.

The ImplementationPack PRIMEFLEX for SAP HANA Cluster Extension 1 Node is only applicable to a growing an existing PRIMEFLEX for SAP HANA cluster.

Example Scenario:

A customer purchasing a 3 node cluster as an initial PRIMEFLEX for SAP HANA solution requires:

1 x ImplementationPack PRIMEFLEX for SAP HANA Base 3 Nodes

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

1 x ImplementationPack PRIMEFLEX for SAP HANA Base 3 Nodes

7 x ImplementationPack PRIMEFLEX for SAP HANA Additional Node

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

1 x ImplementationPack PRIMEFLEX for SAP HANA Cluster Extension 1 Node

2 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.

### Note :

Projects that cover more than 5 servers will probably need an additional trip to the customer site and should therefore be negotiated separately as well.

The first time a consultant talks to the customer, the intended deliverables have to be jointly discussed, agreed and documented in a service schedule which is then signed off by both parties (Solution Concept, Statement of Work). In case the content of the service schedule exceeds the purchased Implementation Service Pack(s) it has to be discussed if:

- 1) deliverables will be reduced and agreed on
- or
- 2) the customer purchases additional professional services, offered as further Implementation packs or based on time & material.

Unless expressly agreed otherwise the Fujitsu IT Services as set out in this datasheet will be performed based on the Fujitsu "General Terms on Consulting and Technical Assistance" or alternatively - where the main emphasis of the services is on the performance of works - based on the Fujitsu "General Terms for IT Implementation Services, IMAC/D Services and other works and services subject to acceptance".

### Out of Scope

The following exemplary topics are not part of a standard PF4SH implementation pack:

- Any data migration service
- Any kind of virtualization installation or integration
- Any enterprise storage installation or integration besides NetApp & Eternus (available per Time & Material)
- Any network hardware installation or integration
- Any SAP Netweaver application installation
- Backup integration
- System Monitoring integration
- Any HA or DR concept, installation or integration

### Legal Information / General Terms and Conditions

The product, delivery and service features described above include a final list of the features of the subject of the contract and do not represent a guaranteed quality or declaration thereof in the eyes of the law.

In addition to this data sheet, the following general business terms and conditions of Fujitsu Technology Solutions in the respective local version apply.

(see <http://www.fujitsu.com/fts/support-local-terms>):

- "General Terms on Consulting and Technical Assistance"
- "General Terms and Conditions for IT Implementation Services, IMAC/D Services and other works and services subject to acceptance"

# More Information

## Fujitsu products, solutions & services

### Products

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

In addition to the Fujitsu Support services, Fujitsu offers a full portfolio of other computing products.

### Computing products

- Storage systems: ETERNUS®
- Server: PRIMERGY®, PRIMEQUEST®, Fujitsu SPARC® M10, BS2000®/OSD Mainframe
- Client Computing Devices: LIFEBOOK®, STYLISTIC®, ESPRIMO®, FUTRO®, CELSIUS®
- Peripherals: Fujitsu Displays, Accessories
- Software
- Network

Product Support Services with different service levels agreements are recommended to safeguard each product and ensure smooth IT operation.

### Solutions

<http://www.fujitsu.com/global/solutions>

The Fujitsu solutions combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships. Fujitsu's Solutions include parts of one or more activity groups (e.g., planning, implementation, support, management, and training services) and are designed to solve a specific business need.

**Infrastructure Solutions** are customer offerings created by bringing Fujitsu's best products, services and technologies together with those from partners to deliver benefit to our customers' businesses.

**Industry Solutions** are tailored to meet the needs of specific verticals.

**Business and Technology Solutions** provide a variety of technologies developed to tackle specific business issues such as security and sustainability, across many verticals.

### Services

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

Several customizable Fujitsu Service offerings ensure that IT makes a real difference and delivers true business value. We do this by leveraging our extensive experience in managing large, complex, transformational IT programs to help clients in planning, delivering and operating IT services in a challenging and changing business environment.

**Application Services** support the development, integration, testing, deployment and on-going management of both custom developed and packaged applications. The services focus on delivering business and productivity improvements for organizations.

**Business Services** respond to the challenge of planning, delivering and operating IT in a complex and changing IT environment.

**Managed Infrastructure Services** enable customers to deliver the optimal IT environment to meet their needs; achieving high levels of IT service quality and performance for data centre and end user environments.

## Fujitsu green policy innovation

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

Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global knowhow, we aim to resolve issues of environmental energy efficiency through IT.



## More Information

Learn more about Fujitsu, please contact your Fujitsu sales representative, Fujitsu business partner, or visit our website <http://www.fujitsu.com/fts/services/support/>

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