

# Data Sheet

## PRIMEFLEX for SAP Landscapes ImplementationPack

Product Related Services for IT Hardware



### INTRODUCTION

**PRIMEFLEX for SAP Landscapes** is an integrated system – designed, delivered and supported as one product. This makes the deployment, operation and further development of the infrastructure solution easy, extremely fast and very secure. The integrated FlexFrame Orchestrator Management software offers consistent and standardized administration of infrastructure, databases and applications. This facilitates a more reliable operation and dramatically boosts responsiveness throughout the business enterprise.

The **Fujitsu Implementation Service** provides a robust, high quality installation and implementation of a PRIMEFLEX for SAP Landscapes (powered by FlexFrame® Orchestrator) 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 Implementation Service for PRIMEFLEX for SAP Landscapes** provides an efficient, reliable deployment and complete implementation of an SAP infrastructure landscape managed by FlexFrame Orchestrator. A perfect working environment, handed over within just a few steps.

- Rapidly delivers a complete, optimized, ready-to-run SAP Application and 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

# Service in detail

## ImplementationPacks

For a typical PRIMEFLEX for SAP Landscapes (PF4SL) customer we offer the installation & implementation of the initial part with the "ImplementationPack FlexFrame Base". It covers the installation and integration of **two control nodes, two network switches in one switchgroup, one local NetApp Filer cluster and one additional physical application or hypervisor node** at initial installation time in one location.

For the SAP application nodes in FlexFrame we offer the "ImplementationPack Add. Physical Node" and "ImplementationPack Add. Hypervisor Node". It covers the installation and integration of **one** additional either physical application or hypervisor node **at initial installation or at a later point in time after the initial installation** (only together with one "ImplementationPack ClusXT 1 ... Node") **in one location**.

For later needs of additional SAP application nodes we offer the "ImplementationPack ClusXT 1 Physical Node" and "ImplementationPack ClusXT 1 Hypervisor Node". It covers the installation and integration of **one** additional either physical application or hypervisor node (additional travel effort needed).

## PRE-REQUISITES

- 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 Landscapes, 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.

## DELIVERABLES ImplementationPack FlexFrame Base

### Solution Specification

In an initial meeting, the Fujitsu FlexFrame Consultant and the Project Manager introduce the project scope, collect and documents all the information required:

- Solution concept and deliverables
- Data center integration
- Timeline, milestones and project communication
- Completed questionnaire with all relevant information:
  - Infrastructure (power, rack size, storage,...)
  - Network (IP addresses, VLAN IDs, host names,...)
  - Storage volumes, pools and group names
  - SAP Basis (SID, Release, Instance No, ...)
- Description of the ordered solution, in scope & out-of-scope topics
- Afterwards complete FlexFrame Management Tool based on the Solution Specification

### Solution Implementation

The PRIMEFLEX for SAP Landscapes infrastructure solution is deployed and integrated into the customer's data center:

- Hardware installation and configuration of components into the customer's datacenter:
  - Power & Network cabling
  - Network configuration
  - Uplink to the customer backbone switches
- FlexFrame specific BIOS configuration
- Firmware check according to FlexFrame release matrix and if necessary update of it.
- Configuration of local NetApp storage cluster (e.g. cDOT installation, create FFO volumes, ...)
- FlexFrame Basis installation for max. 2 pools, thereof one for production (e.g. two control nodes, default application node image, FlexFrame HA agents)
- Installation of two additional tool server for backup or PMS packages (OS installation, network integration)
- Creation of one customer specific Linux AN image (e.g. adding max. two 3rd party software packages)
- AIS Connect installation (if required)

At initial installation time one additional physical application or hypervisor node is installed in the production pool of PRIMEFLEX for SAP Landscapes environment.

- Hardware installation and configuration of the node into the customer's datacenter
  - Power & Network cabling
- FlexFrame specific BIOS configuration
- Firmware check according to FlexFrame release matrix and if necessary update of it.
- Update of the FlexFrame Management Tool (host name, IP

addresses, ...)

- Virtualization with KVM / VMware ESXi (if required)
- Functionality test (Linux Logon) after power-on

### Solution Handover

The Handover Workshop includes the following tasks:

- Handover Documentation & signed acceptance test
- Basic Introduction to PF4SL Operations (not comparable to a training)
- Ready4Service Documentation

After the successful completion of these tasks a fully operational PRIMEFLEX for SAP Landscapes environment is released to the customer and the SAP Application Nodes will be installed next (see ImplementationPack Application Node).

### DELIVERABLES ImplementationPack

#### - Add. Physical Node / Add. Hypervisor Node Hardware installation (Local)

- Installation of the Certified components into the customer's Data Center.
  - RIMERGY 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 installation (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

### DELIVERABLES ImplementationPack

#### - ClusXT 1 Physical Node / ClusXT 1 Hypervisor Node

The deliverables are the same as for "ImplementationPack Add. Physical Node / Add. Hypervisor Node". Additional travel is needed due to the fact that this implementation is taking place at a later point in time. Travel cost included for DE, AT, CH. Additional cost for all other countries will be charged separately. If ordered post 3 node, additional travel and expenses will be incurred.

### 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

Based on the sizing and configuration activities a complete and with the customer agreed Solution Concept design document has to be provided (Pre-Sales activity).

### Further PRIMEFLEX for SAP Landscapes Integration Services

If requested, there are additional Integration Services available on project base (bespoke). The following services are just an extract of typical options:

- Disaster Recovery concepts
- Migration Services
- Backup Integration
- System Monitoring Integration
- SAP HANA Implementation Service
- SAP HANA System Replication
- SAP Netweaver Implementation Service
- SAP HANA XS Advanced Cockpit installation and configuration
- Installation and configuration of PMS Extension Packages

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

### 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.

## EXAMPLE SCENARIOS

A Customer purchasing a new PRIMEFLEX for SAP Landscapes environment with two physical and two hypervisor application nodes would require:

- 1x ImplementationPack FlexFrame Base (one hypervisor application node included)
- 1x ImplementationPack Add. Hypervisor Node
- 2x ImplementationPack Add. Physical Node

An existing PRIMEFLEX for SAP Landscapes Customer purchasing one physical and one hypervisor application node at a later point in time would require:

- 1x ImplementationPack ClusXT 1 Physical Node
- 1x ImplementationPack Add. Hypervisor Node

## Sales and Operations

As typical with packaged services, they can be conveniently purchased in the desired quantity depending on the individual requirements. To purchase the Implementation packs please choose the following corresponding order codes:

### ImplementationPack FlexFrame Base

**FSP:G-IM19500PRSER** SP Sol Imp PF SAP LS Base

This code is valid for the described deliverables above. One of these Implementation Packs is eligible for the PRIMEFLEX for SAP Landscapes initial part as well as preparation time for workshops and documentation.

### ImplementationPack Add. Physical Node

**FSP:G-IM19600PRSER** SP Sol Imp PF SAP LS Add. Physical Node

This code is valid for the described deliverables above. One of these Implementation Packs is eligible for **one additional physical** application node during initial installation time or at a later point in time (only together with one "ImplementationPack ClusXT 1 ... Node").

### ImplementationPack Add. Hypervisor Node

**FSP:G-IM20100PRSER** SP Sol Imp PF SAP LS Add. Hypervisor Node

This code is valid for the described deliverables above. One of these Implementation Packs is eligible for **one additional hypervisor** application node during initial installation time or at a later point in time (only together with one "ImplementationPack ClusXT 1 ... Node").

### ImplementationPack ClusXT 1 Physical Node

**FSP:G-IM19700PRSER** SP Sol Imp PF SAP LS ClusXT 1 Physical Node

This code is valid for the described deliverables above. One of these Implementation Packs is eligible for **one physical application node** at a later point in time then initial installation time.

### ImplementationPack ClusXT 1 Hypervisor Node"

**FSP:G-IM20200PRSER** SP Sol Imp PF SAP LS ClusXT 1 Hyperv. Node

This code is valid for the described deliverables above. One of these Implementation Packs is eligible for **one hypervisor application node** at a later point in time then initial installation time.

## Note :

It is understood that the delivery of the above services are completed remotely wherever possible. 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".

## Service Applicability

The "Implementation Service Packs" described above are applicable to a new PRIMEFLEX for SAP Landscapes infrastructure solution and as well as to extend any existing PRIMEFLEX for SAP Landscapes infrastructure landscape.

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

## 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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