

Technical Appendix

Fujitsu Infrastructure Support

PRIMEFLEX® for SAP HANA

Appendix to the data sheets “Fujitsu Infrastructure Support SolutionPack” and “Fujitsu Infrastructure Support SolutionContract”



INTRODUCTION

This Technical Appendix supplements the data sheets

- Fujitsu Infrastructure Support SolutionPack
- Fujitsu Infrastructure Support SolutionContract and is valid for:
 - Fujitsu Integrated System PRIMEFLEX® for SAP HANA®

The released hardware and software products as well as the product specific supplements to establish this Fujitsu Integrated System are described in Fujitsu product documentation (Fact Sheet PRIMEFLEX® for SAP HANA®); the latest available product documentation applies.

To obtain the full Fujitsu Infrastructure Support, it is necessary to cover for all released Hardware and Software products the respective support services either as SolutionPack with associated Support Packs or as SolutionContract.

Note:

It is prerequisite for the Fujitsu Infrastructure Support that the Fujitsu Integrated System PRIMEFLEX® for SAP HANA® is configured according to the Fujitsu configuration guide (Configuration Guide PRIMEFLEX® for SAP HANA Single Node, Configuration Guide PRIMEFLEX® for SAP HANA Validated Reference Architecture) of the respective delivery type, which ensures the SAP certification for that installation.

SCOPE OF SERVICE

The service authorized for the Fujitsu Integrated System PRIMEFLEX® for SAP HANA® is identified by a single serial number - the respective Solution Identifier – established by the following order code:

- D:HANA-3T-SOL-ID HANA Solution Identifier

The Fujitsu Integrated System PRIMEFLEX® for SAP HANA® consists of core components and supplemental components.

CORE COMPONENTS

Depending on the PRIMEFLEX® for SAP HANA® delivery type, the core components are:

Single Node PRIMERGY / PRIMEQUEST installations consisting of:

- (1) Support: TS-support license
- (2) Operating system: SuSE Linux Enterprise Server for SAP
RedHat Enterprise Linux for SAP Solutions
PRIMERGY RX2540 M6 / M7
- (3) Server hardware: PRIMERGY RX4770 M6
PRIMERGY RX8770 M7
PRIMEQUEST 3800B2
- (4) Virtual machine: VMware vSphere ESXi
VMware vCenter
- (5) Storage subsystem: ETERNUS JX40

Multi Node installations consisting of:

- (1) Support: TS-support license
- (2) Operating system: SuSE Linux Enterprise for SAP
RedHat Enterprise Linux for SAP Solutions

- (3) Virtual machine: VMware vSphere ESXi
VMware vCenter
- (4) Server hardware: PRIMERGY RX4770 M6
PRIMEQUEST 3800B2

SUPPLEMENTAL COMPONENTS

The listed supplemental components may be part of the respective delivery type of the pre-defined and pre-integrated infrastructure. These are typically hardware or software products used to connect core components of the Fujitsu Integrated System to the different operating, networking and/or archiving systems.

They come with various options to meet customer requirements and to offer great flexibility in terms of product options and related support options.

- Network subsystem:
 - Cisco IP switches Nexus 93xx
- Storage subsystems:
 - SAN: ETERNUS DXxxx
 - NAS: NetApp FAS

FUJITSU INFRASTRUCTURE SUPPORT SCOPE OF SERVICE

Fujitsu assumes responsibility for problem elimination in the HW and SW products of the Fujitsu Integrated System as well as for configuration problems. For the **core components** of the Fujitsu Integrated System as described above, Fujitsu Infrastructure Support applies as defined in the respective data sheet.

Furthermore, for **supplemental components** at the released interfaces to the core components, Incident management as well as pre-clarification and problem management, if applicable, will be provided. As a prerequisite the released and / or certified supplemental components must be covered with a suitable and separate service contract.

Fujitsu will forward related incidents to the respective service provider only if the necessary data from third party contracts have been made known to Fujitsu.

If required for troubleshooting purposes, Fujitsu will contact the respective service provider for supplemental components, to forward the fault details and monitor progress, provided there is a valid service contract for these components and the contractual data is available at Fujitsu support.

Availability of support for these supplemental components depends on customer and/or country.

PROACTIVE SUPPORT

Within ProActive Support, System Health Check, the following components are addressed and validated:

<https://docs.ts.fujitsu.com/dl.aspx?id=86f858ef-d549-449f-8f8e-f24439314c21>

EXCLUSIONS

The exclusions apply as stated in the data sheets:

- Fujitsu Infrastructure Support SolutionPack
- Fujitsu Infrastructure Support SolutionContract

Note:

SAP software and applications as well as Support for SAP Software are not covered by the Fujitsu Infrastructure Support but may and must be additionally and separately procured directly from SAP.

Complete systems should be installed in the Fujitsu PRIMECENTER® racks.

LIFECYCLE POLICY

The lifecycle policy of Fujitsu for Fujitsu Integrated System PRIMEFLEX® for SAP HANA® platform applies. The right to obtain patches, updates and upgrades is included only according to this lifecycle policy. Information about the lifecycle policy can be found on the Internet.

The customer is responsible for keeping the contracted products in-line with the lifecycle policy of Fujitsu.

SERVICE OFFERINGS

The following service configuration options are available as:

Supported infrastructure support stack

Core components

		SolutionPack	Support Pack Software	Support Pack Hardware	Solution Contract	Service Contract
Solution Identifier	HANA Solution Identifier	■			■	
Technical Solution Support		■			■	
Operating System	SuSE Linux Enterprise for SAP		■		■	
	RedHat Enterprise Linux for SAP	●			●	
Virtual Machine	VMware vSphere ESXi		■		■	
Server	PRIMERGY RX			■	■	
	PRIMEQUEST			■	■	
Storage	ETERNUS JX40			■	■	

Supplemental components

Network subsystem	Cisco IP switches Nexus 93xx series	●			●	
	Brocade IP switches VDX switches			□		□
Storage subsystem	Eternus DXxxx			□		□
	NetApp FAS systems					□

Service configuration option

		SolutionPack	Support Pack Software	Support Pack Hardware	Solution Contract	Service Contract
Solution Identifier		■			■	
Incident management and SPOC		■			■	
Technical Solution Support		■			■	
Software Support						
•	Technical Support		■/□		■	
•	Software Maintenance		■/□		■	
Hardware Support						
•	Technical Support			■/□	■	
•	AutoCall-messaging			■/□	■	
•	Hard Disk Retention			◆	◆	
Proactive Services						
•	TAM	◆			◆	
•	SHC	◆			◆	
•	PIM	◆			◆	

Legend:

- included in Fujitsu Infrastructure Support for core components
- ◆ included in Fujitsu Infrastructure Support as optional component, when configured
- included in Fujitsu Infrastructure Support are SPOC and TSS, need to be reinsured by customer contract
- separately ordered support, needed to cover supplemental components, ordered separately

SUPPLEMENTAL COMPONENTS

All units and options with individually sold services must be ordered with the same service level as the product or enclosure that they are installed in, if that service level is available on those units.

Local availability: the Customer may order support from Fujitsu's current support offerings. Some offerings, features and coverage (and related products) may not be available in all countries.

To obtain further information or to order more services for Fujitsu Integrated System, contact a local Fujitsu sales representative or authorized Fujitsu reseller and reference the following product:

- Fujitsu Infrastructure Support SolutionPack
- Fujitsu Infrastructure Support SolutionContract valid for:
- Fujitsu Integrated System PRIMEFLEX® for SAP HANA®

Fujitsu Infrastructure Support is not designed to be sold for software-only or hardware-only configurations due to the integrated nature of the service deliverables. Thus, the Fujitsu Infrastructure Support may only be procured at the aligned overall supported infrastructure support stack and covers the respective services as indicated in the table above. Service offerings for all products integrated in the infrastructure have to be ordered with the aligned service levels as indicated in the table in the datasheet, subject to availability of that service level for the products involved.

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