

Cisco Allied Service for SAP Appliances



- Q.** Cisco launched new products and services in support of Cisco SAP Appliances on April 6, 2012. What new services were included in the announcement?
- A.** Cisco announced new services designed to deliver post-installation SAP Appliance infrastructure support to help maintain a worry-free end-user experience and to remove the hassle of dealing with multiple vendors when a technical support issue arises.

Cisco has worked extensively with Cisco data center partners and Cisco technology partners EMC, Fusion-io, NetApp, and Novell to develop and test these appliances and maintain SAP certifications. Cisco Allied Service for SAP Appliances offers customers a single point of contact to manage technical support for their appliance infrastructure. This SAP Appliance infrastructure service provides customers access to cross-domain appliance design and configuration experts who are trained to troubleshoot and qualified to resolve and drive issue resolution. If the appliance issue requires direct product support expertise, the Cisco Allied Services team is trained to manage support delivery by Cisco or third-party product support teams to support the SAP Appliance infrastructure. As a result, the customer's IT department can rely on Cisco for solution expertise and issue resolution, helping to ensure maximum solution uptime and employee productivity.

- Q.** What is the SAP Appliance infrastructure?
- A.** The SAP Appliance infrastructure is defined as the Cisco Unified Computing System™, the operating system—Novell SUSE Linux Enterprise Server (SLES), and storage—NetApp, Fusion-io, or EMC.
- Q.** What SAP Appliances are covered under the Cisco Allied Service?
- A.** Cisco offers several appliances and scale configurations of SAP Appliances, built to maximize SAP software operation on the next-generation Cisco UCS® server platform:
- Cisco SAP Business Warehouse Accelerator (BWA) Appliance: A family of SAP-certified Appliances for running SAP BWA software
 - Cisco SAP Bridge to High-Performance Analytic Appliance (HANA) (B2H) Appliance: A family of SAP-certified Appliances for helping customers migrate to SAP HANA from SAP BWA

- Cisco SAP HANA Appliances: A family of SAP-certified Appliances in small, medium, and scale-out configurations using the high-performance SAP in-memory computing engine of SAP HANA
- Q.** What happens if the SAP Appliance is not maintained within the SAP certification specifications or the SAP Appliance is upgraded to uncertified version levels of software, firmware, and infrastructure configurations that are otherwise supported through Cisco Allied Services and the underlying product-level support?
- A.** It is imperative that any hardware or software changes that a customer makes to the certified configuration meet the guidelines specified by SAP in Section 2.4 of the [SAP HANA Technical Operations Manual](#). Cisco emphasizes the need to involve the Cisco Allied Services team to help ensure that the recommendations for required configuration changes to fix an issue are within SAP specification. If any change in the appliance is to be made that is not approved by SAP, the issue will be resolved by Cisco Allied Services in conjunction with the appropriate engineering team. If necessary, Cisco will work with vendors involved with the SAP Appliance and will test and obtain SAP approval to make the change.
- Q.** What Cisco solutions are covered by Cisco Allied Services?
- A.** Currently, there are options for Cisco Allied Services for the VXI/VDI solutions and SAP Appliances. Cisco will be creating new Allied Services offers for other Cisco Validated Design (CVD) solutions in the future.
- Q.** What are CVDs?
- A.** CVDs consist of systems, solutions, and appliances that are designed, tested, and documented to facilitate and improve customer deployments. These designs may include products from both Cisco and industry-leading Cisco technology partners. CVDs document tested interoperability among all the solution elements and provide validated systems, solutions, and appliances to enable safer, more predictable implementations of these solutions. For more information, please visit www.cisco.com/go/designzone.
- Q.** What are the customer benefits of this post-installation Cisco Allied Service for SAP Appliances?
- A.** This service support helps customers:
- Ensure that SAP Appliances maintain SAP certification
 - Gain priority access to CVD solution experts for SAP Appliances
 - Accelerate resolution of solution-level issues
 - Simplify performance of IT operations
 - Consolidate multiple vendor interfaces through one team and provide consistent and dependable support
- Q.** How does Cisco Allied Service for SAP Appliances work?
- A.** Customers must purchase Cisco Allied Service support for SAP Appliances in addition to product-level support. This provides an umbrella service support contract for SAP Appliances infrastructure and helps maintain SAP certification.

The Cisco SAP B2H, SAP BWA, and SAP HANA implementations, based on CVDs for SAP BWA and SAP HANA, consist of Cisco and its solution technology partner products. Customers must purchase product-level support for all elements in the CVD-based solution from their respective vendors, including Cisco, EMC, Fusion-io, NetApp, and SAP. These product-level services entitle customers to individual support on elements of the solution and access to hardware/software updates, upgrades, bug fixes, and warranty support.

With the Cisco Allied Services contract, Cisco acts as the single point of contact to manage technical support issues related to the infrastructure comprising Cisco and technology partner products and services.

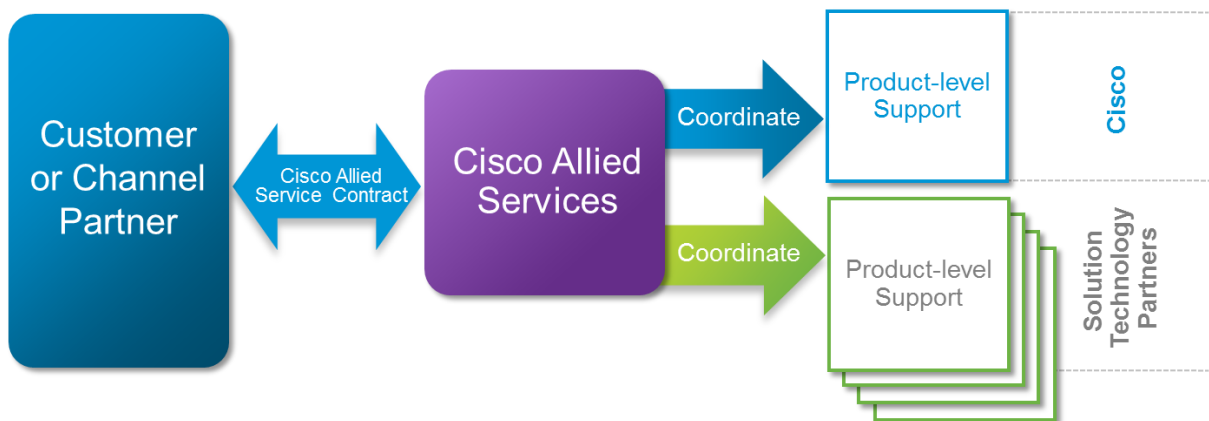
Below is the process Cisco follows to manage technical support issues related to Cisco and technology partners products and services:

1. The customer identifies whether the problem is related to infrastructure or software.
2. If the issue is related to SAP Software, Cisco will help direct the customer to SAP for support.
3. If the issue is related to the SAP Appliance infrastructure purchased from Cisco, including the operating system SLES, the customer opens a Cisco case using their CAS contract.
4. If the customer cannot determine the origin of the issue, the customer calls Cisco. Cisco troubleshoots the issue and manages the resolution, working with the customer and relevant technology partners as needed.
5. Cisco leverages the customer's entitlement to product support from both Cisco and its technology partners to manage resolution of product-level technical support issues.

The process above centers on three core aspects of managing each technical support case: identification, diagnosis, and resolution.

- Identification: When a customer detects an infrastructure-related issue within their SAP Appliance environment, they contact Cisco to report the problem. The customer's CAS contract entitlement and key words (SAP B2H, SAP BWA, and SAP HANA) help ensure that the call is routed to the CAS support team for SAP Appliances. The most reliable way to help ensure proper routing is to use the CAS contract number to open the support case.
- Diagnosis: The CAS team troubleshoots the issue.
- Resolution: If it is a Cisco issue, the CAS team either provides resolution to the issue or drives resolution with the appropriate internal support teams. If the issue pertains to a technology partner's product, Cisco will work with the customer to open a support case with the technology partner and drive resolution. Since the customer has purchased support services from the technology partner to cover the technology partner's product, the customer is entitled to support delivered by the technology partner, and Cisco will use the customer's entitlement to open the case. Cisco collaborates with the technology partner to support resolution of the issue and will not close the case until the customer's issue has been resolved or mitigated. See Figure 1 below for a visual representation of the flow.

Figure 1. Cisco Allied Services Engagement Model



As shown in Figure 1, the customer uses their CAS contract to open a support case with the Cisco solution support team.

To open a support case with an infrastructure technology partner, Cisco calls the technology partner with the customer on the line, provides the technology partner with the information that Cisco has uncovered, and informs the technology partner that Cisco is managing issue resolution on behalf of the customer. Since the customer is the party contractually entitled to the technology partner product-level support delivery, the customer is involved when Cisco opens the case to confirm entitlement, typically by providing a contract number and/or serial number, and to provide any other information needed by Cisco and the technology partner to resolve the issue. The technology partner is responsible for providing product-level support delivery should it be determined that the issue is isolated to a third-party device within the SAP Appliance infrastructure.

Channel partners who act on behalf of their Cisco service entitled customers may open cases with Cisco using the customer's CAS contract in the same way they would for Cisco SMARTnet® contracts held by their customers. In those cases, Cisco works with the channel partner as with the customer. When issues involve a technology partner, the technology partner's requirements for entitlement must be met to work the issue to resolution, and the technology partner is responsible for the product-level support delivery within the SAP Appliance.

- Q.** What happens if a customer calls and does not have a Cisco Allied Service for SAP Appliances contract?
- A.** If a customer calls and does not have a CAS contract, they will receive product-level support based on entitlement. Without a CAS contract, there is the risk that product-level support teams may suggest fixes that are not compliant with the requirements of the SAP Appliance.
- Q.** What happens if a customer calls and has a CAS contract but does not have a support contract for Cisco or a technology partner product-level support for the SAP Appliance?
- A.** If a customer has a CAS contract but has allowed the product support to lapse (for either Cisco or technology partner products in the appliance), CAS has the right to close their case since the product is not under a valid support contract. The customer could reopen the case after reinstating product support on the elements under concern. If the Cisco Technical Assistant Center finds that this is a consistent issue with a customer, they will escalate to Cisco Technical Support Product Management and the customer's account team for cancellation of the customer's CAS contract. The requirement is for customers to have and maintain an appropriate level of support for all elements under the umbrella of CAS in the CVD solution in order to maintain their CAS support contract. Product Warranty or Warranty Plus is not an acceptable level of support for any product in a solution covered by CAS. The customer must have full technical support for all elements under the CAS umbrella.
- Q.** What happens if a customer calls Cisco with a question regarding a technology partner product within the SAP B2H, SAP BWA, or SAP HANA Appliances?
- A.** Cisco may be able to suggest changes that resolve the issue based on information and expertise within the CAS team. If not, Cisco will work with the customer and the technology partner to open a case using the customer's entitlement to support on the technology partner product. Since the case is opened with the technology partner, Cisco will emphasize in the contact process that Cisco is the primary contact for SAP Appliance information, and issue resolution proposals should not be made prior to consultation with the CAS team member. Cisco will also work to drive the supplier to resolve the issue, and will not close the Cisco case until the customer issue is resolved or mitigated. The process for doing this may vary by vendor.
- Q.** What will Cisco Allied Service for SAP Appliances not allow under the CAS support contract?
- A.** It is not intended to be the sole support contract for providing product-level technical support services for individual elements of the solution.

It does not replace SMARTnet and other product support services from Cisco or Cisco solution technology partners.

It does not deliver a process for direct sale or Cisco support for technology partner products.

It is not a collaborative service offer. This is a Level 1 service offer; collaborative support is not considered applicable.

It is not positioned for accounts that are serviced by channel partner collaborative or shared services for Cisco or Cisco technology partner products within the appliance. In those situations, the channel partner should develop their own solution support processes. SAP Appliances must be purchased with Cisco CAS and applicable product-level support. Based on SAP requirements for Cisco to work all appliance issues directly, collaborative support for products within the SAP Appliance or the SAP Appliance infrastructure is not an option. Collaborative service partners who wish to provide their own support for SAP Appliances must build their own relationship and support processes directly with SAP.

It is not a multivendor product support offer. Cisco does not directly support any third-party product based on this service, and there is no third-party product or resale program being driven by this service.

It is not an option for support of solutions other than those listed as supported by the SKUs offered. The only products supported by this offer are the Cisco SAP Appliances, as defined by their posted CVDs.

Q. How does CAS compare to offerings from competitors and partners?

A. Cisco's offering differs from competitive offerings by being comparatively prescriptive. The Cisco Allied Service for SAP Appliances addresses a defined number of influential alliance partners—EMC, Fusion-io, NetApp, and Novel—that work with Cisco to develop and test reference architectures for SAP B2H, SAP BWA, and SAP HANA Appliances. CVDs demonstrate interoperability among the multi-vendor components of Cisco Allied Service for SAP Appliances and provide a high degree of reliability and predictability. The Cisco CAS contract meets the SAP requirement to only contact one appliance vendor, even though the SAP Appliance may include third-party components. Working with best-in-class technology partners helps enable Cisco and the CAS team to develop deep expertise across the solution infrastructure.

Cisco's position is to not compete with channel partners for solution support. Cisco Allied Service for SAP Appliances helps Cisco address requests for information and requests for proposal such as, "Can Cisco support the solution being proposed?" Cisco Branded Resale (CBR) of solution support is an option for channels that use CBR product support. If the channel is conducting collaborative or shared support, they will have their own process for solutions support and will not purchase CBR solution support.

Cisco depends on its channel partners as sales multipliers for SAP Appliances. The channel partner plays a critical role in helping customers acquire and implement all the elements of an SAP Appliance. Cisco is committed to helping ensure that channel partners are successful in the sale, deployment, and post-deployment support so that customers will continue working with Cisco products and solutions.

Q. How do I order the Cisco Allied Service for SAP Appliances contract?

A. Orders for this contract can be placed through Cisco's Sales Acceleration Center (SAC) using the Cisco Services Contract Center (CSCC). Cisco Allied Service product numbers (SKUs) can be found in the Cisco Allied Service for SAP Appliances Ordering Guide.

Customers must ensure that the necessary product-level coverage is in place before purchasing Cisco Allied Service for SAP Appliances contract. Examples of Cisco and solution technology partner product support services include, but are not limited to, SMARTnet, SASU, Cisco Unified Compute Support, ISV1 for Novell SLES, and NetApp Support Edge (or Support Edge Premium).

Q. Can Cisco channel partners sell Cisco Allied Service for SAP Appliances contracts?

A. Yes, the service is available for resale by channel partners who are qualified to resell the appliances.

Q. Is this service available globally?

A. Yes, this service is available globally, but currently it is delivered only in the English language.

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- Q.** My customer uses Sweeps for services. Can Cisco Allied Service for SAP Appliances be applied through the Sweeps process?
- A.** No, Can Cisco Allied Service for SAP Appliances is not a product support program. The process used to sell Can Cisco Allied Service for SAP Appliances applies a “virtual product” sale at zero dollars when the customer purchases the service. There is no direct product sale, so sweeping services against a previously sold product is not applicable to this service. To build the CAS contract, the process requires that the service is ordered through CSCC or SMS3.

Services Support Resources

- Q.** Who do I contact to determine how to buy support for an SAP Appliance environment?
- A.** Please contact the Cisco Services sales lead in your geographic region for help.
- Q.** Who can I contact with questions about Cisco professional and technical support for SAP Appliances and Cisco Allied Services?
- A.** For SAP B2H- and SAP BWA-related questions, please contact sapbwa@cisco.com.
- For SAP-related questions please contact saponcisco@cisco.com.
- For CAS-related questions, please contact tspm-cas@cisco.com.



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