Service Description: Advanced Services – Fixed Price

Cisco Data Center Assessment for SAP HANA Heath Check (ASF-DCV1-G-SAP)

This document describes Advanced Services Fixed Price: Cisco Data Center Assessment for SAP HANA Heath Check

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/ : (1) Glossary of Terms; (2) List of Services Not Covered. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Direct Sale from Cisco. If you have purchased these Services directly from Cisco for your own internal use, this document is incorporated into your Master Services Agreement, Advanced Services Agreement, or other services agreement covering the purchase of Advanced Services-based services with Cisco ("Master Agreement") If no such Master Agreement exists, then this Service Description will be governed by the terms and conditions set forth in the Terms & Conditions Agreement posted at http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html. If you have purchased these Services directly from Cisco for resale purposes, this document is incorporated into your System Integrator Agreement or other services agreement covering the resale of Advanced Services ("Master Resale Agreement"). If the Master Resale Agreement does not contain the terms for the Purchase and Resale of Cisco Advanced Services or equivalent terms and conditions, then this Service Description will be governed by the terms and conditions of the Master Resale Agreement and those terms and conditions set forth in the SOW Resale Terms & Conditions Agreement posted at: http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html. For purposes of the SOW Resale Terms and Conditions this Service Description shall be deemed as a Statement of Work ("SOW"). In the event of a conflict between this Service Description and the Master Agreement or equivalent services exhibit or agreement, this Service Description shall govern.

Sale via Cisco Authorized Reseller. If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at www.cisco.com/go/servicedescriptions/.

Cisco Data Center Assessment for SAP HANA Heath Check

Service Summary

- The Cisco Data Center Assessment Service for SAP HANA Health check provides support for patches and updates for a certified, currently working configuration of Cisco SAP HANA Appliance

  o This service, when ordered in a single quantity supports one Cisco SAP HANA Scale up appliance and a maximum of two HANA instances on the single appliance

  o When ordered in qty two, it will alternatively support one Cisco Scale Out appliance of less than 8TB configuration and a maximum of four HANA instances on the single appliance.

  o When ordered in qty 3, it will alternatively support one Cisco Scale Out appliance of 8TB or greater configuration and a maximum of six HANA instances on the single appliance.

- The service
  o Addresses the compatibility of Customer's software updates, patches and/or versions for their deployed SAP HANA solution
  o Updates firmware and device drivers if necessary
  o Reviews of system health
  o Verifies network connectivity and health
  o Provides remote support for required implementation of critical OS security patches and or HANA version updates
  o Provides remote and onsite Knowledge Transfer for HANA architecture and operations support
  o Provides Disaster Tolerance (DT) workshop for SAP HANA Scale Out appliances, when applicable (remote only for APJC)
  o Provides a SAP HANA Performance check for SAP HANA Scale Out appliances, when applicable

Deliverables

- SAP HANA health check checklist

Location of Services

Services are delivered remotely and with up to one on-site visit if necessary.

Cisco Responsibilities

- Conduct kick off meeting to confirm scope of activities and to agree split of on-site and remote activities
- Cisco will review the compatibility of Customer's software updates, patches and/or versions for the deployed SAP HANA solution. Software covered includes SAP HANA Software and SUSE Operating System
- Update of firmware and device drivers if necessary. This covers, for the SAP HANA appliances:
  - UCS Hardware Components
  - Nexus Components, for Scale-out appliances only
  - VMware (if required)
- Review of system health to validate proper configuration and operation of SAP HANA Appliance
  - Verify and report on network connectivity and health
  - Remote support for required implementation of critical OS security patches and or HANA version updates
- Provide ½ day Disaster Tolerance (DT) workshop when Service is delivered for SAP HANA Scale Out appliances
- Provide SAP HANA health check checklist when Service is provided for SAP HANA Scale Out Appliances, comprising
  - Check Nexus logs and ports for errors
  - Check UCSM for unexpected faults
  - Check UCSM logs and ports for errors
  - Review syslog entries
  - Bandwidth utilization monitoring
  - Validate MTU configuration
  - Review HANA system alerts

Customer Responsibilities

- Customer is responsible for purchase and licensing of all software used in their SAP HANA appliance(s) including updates required in order for Cisco to provide this Service
- Schedule downtime, if necessary, to support software updates and/or patches
- Provide remote access, via VPN to SAP HANA appliances to enable Cisco to complete its responsibilities.

General Customer Responsibilities

- All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Cisco Services are based upon information provided to Cisco by Customer at the time of the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Identify Customer's personnel and define their roles in the participation of the Services. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers.
- Ensure Customer's personnel are available to participate during the course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Support services provided by Cisco comprise technical advice, assistance and guidance only.
- Customer expressly understands and agrees that the Services shall take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of the Services.

Completion of Services

Cisco will provide written notification upon completion of the Services to Customer. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Customer's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Customer's acceptance of completion of the Services in accordance with this Service Description.