



Service Description: Advanced Services – Fixed Price

Scale-up HANA Assembly and Installation Support Service (ASF-DCV1-HANA-SUAI)

This document describes Advanced Services Fixed Price: Scale-up HANA B260/C460/C880 Series Assembly and Installation Support Service.

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/.

Scale-up HANA B260/C460/C880 Series Assembly and Installation Support Service

Service Summary

The Scale-up HANA Assembly and Installation Support Service provides on-site assembly and installation of the SAP HANA Scale-up B260/C460/C880 Series appliance per the latest installation guide(s). Cisco will verify upon completion of assembly and installation services that the HANA configuration meets current Cisco specifications ("Services").

Services do not include data load, advanced configuration changes or modifications of HANA application(s).

Deliverables

Project Management Plan
HANA Verification Form

Location of Services

Services are delivered on-site and remotely to Customer. This service is delivered remotely in the Asia Pacific, Japan and China (APJC) region.

Project Management

Project management will be provided in conjunction with and limited to the management of the Services and Deliverables as described. Project management services will be provided for the duration of the project.

Cisco Responsibilities

- Provide Customer with a list of designated Cisco personnel roles.
- Define the communication flow with the project sponsor and key stakeholders and document it in the Project Plan.
- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
- Provide the following: a). Kick-off Meeting; b). Schedule Resources; and c). Project Management Plan
- Manage the project to the agreed upon Project Management Plan.

- Ensure completion of the deliverable documentation set out in Deliverables.
- Participate in scheduled project review meetings or conference calls, if required.
- Deliver a weekly project status report to the Customer.
- Provide a handover, follow on actions, lessons learned, and exception reports (if necessary) upon project completion.

Customer Responsibilities

- Provide the Cisco PM with a list of designated Customer personnel roles and responsibilities.
- Work with the Cisco Project Manager to ensure the Customer's project sponsor, key stakeholders and all project team members receive project communications and are included in regularly scheduled communications sessions.
- Work with Cisco to schedule the kick off meeting, and communicate the meeting schedule to the Customer-identified stakeholders.
- Review the project schedule, objectives, Services, Deliverables and roles and responsibilities with Cisco.
- Schedule the necessary facilities for on-site meetings (such as: conference rooms, projectors and conference bridges).
- Participate in regularly scheduled project review meetings or conference calls.
- Work with Cisco to identify specific objectives and critical success factors.
- Notify Cisco of any scheduling changes related to this project at least ten (10) Business Days of the scheduled activity.

Assembly of Scale-up HANA B260/C460/C880 Series

Cisco Responsibilities

- Perform assembly tasks for one (1) HANA B260/C460 /C880 Series appliances, including:
 - verify rack and stack of UCS per specification;
 - install and configure UCS in a single data center;
 - install SUSE or Red Hat Linux operating system;
 - pre-load SAP HANA software and nodes per customer specification (up to 2 instances of HANA will be installed as part of this service).
- Ensure assembly, installation and final verification of HANA B260/C460/C880 Series product configuration, HANA software installation, and initial configuration are in accordance with the latest certified HANA configuration and Cisco Product bill of materials (BOM).
- Identify any installation elements that are considered non-standard or not meeting standard SAP HANA deployment best practices and ensure that these are corrected.

Customer Responsibilities

- Inspect Cisco equipment delivered to ensure products received are in accordance with the Customer order; conduct an inventory listing and verify that hardware components per the Cisco Products BOM are in accordance with the Customer order.

Installation and Staging of Scale up HANA B260/C460/C880 Series

Cisco Responsibilities

- Manage the installation tasks, including:
 - pre-installation interview;
 - review Site Plan
 - customer design (diagram) review;
 - physical installation.
- Perform installation tasks, including:
 - install appliance into customer's network;
 - verify the HANA appliances are powered on and operating without major defect;
 - validate connectivity to up to one (1) source system (i.e. ERP central component (ECC));
 - identify any installation elements that are considered non-standard or do not meet Cisco SAP HANA leading practices.
- Present the installed HANA system to Customer ready for data load and application configuration, including any advanced SAP HANA reporting software configuration.
- Prepare the HANA Verification Form.
- Review with Customer the HANA Verification Form for comment and approval.
- Provide the Customer-approved HANA Verification Form confirming completion of implementation and active HANA nodes are available for use.

Customer Responsibilities

- Inspect and review with Cisco the HANA installation, including the HANA Verification Form, providing validation that the HANA installation is complete. If there are any issues found during post-installation, Customer must inform Cisco of any related installation discrepancies for resolution within five (5) Business Days.

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.
- Ensure that the relevant software license for SAP HANA is purchased prior to commencement of Services; Customer will make available the SAP HANA software license to Cisco for completion of Services.

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.