



Service Description: Advanced Services – Fixed Price

Scale-out HANA B Series Appliance Assembly and Installation Support Service (ASF-DCV1-HANA-B-XL)

This document describes Advanced Services Fixed Price: Scale-out HANA B Series Appliance 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.

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Scale-out HANA B Series Appliance Assembly and Installation Support Service

Service Summary

The Cisco SAP HANA Scale-out Appliance Assembly and Installation Support Service provides on-site assembly and installation of the SAP HANA Scale-out Appliance with Unified Computing System (UCS) Fabric Interconnects and Blades per SAP certified configuration. Cisco will verify upon completion of these services that the HANA configuration meets current SAP certified specifications.

Services do not include storage (i.e., EMC or NetApp) installation, HANA data load, advanced configuration changes or modifications of HANA application(s). Services will cover up to sixteen (16) blades and 4 HANA instances.

Deliverables

Project Management Plan
HANA Verification Form

Location of Services

Services are delivered on-site and remotely to Customer.

Project Management

Project management will be provided in conjunction with and is 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.
- Confirm execution of any third party contract and schedule communications for activities, deliverables or schedules as required for Cisco's completion of the services.
- Notify Cisco of any scheduling changes related to this project at least ten (10) Business Days of the scheduled activity.

Assembly of HANA Scale-out Appliance

Cisco Responsibilities

- Perform assembly tasks for one (1) HANA Scale-out Appliance, including:
 - Verify rack and stack of UCS and storage components per specification;
 - install and configure UCS in a single data center;
 - connect to storage (i.e., EMC or NetApp);
 - install SUSE Linux or other supported Linux operating system;
 - pre-load SAP HANA software and nodes per customer specification
- Ensure assembly, installation and final verification of HANA Scale-out product configuration, HANA software installation, and initial configuration are in accordance with the latest certified HANA Scale-out 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.

- Lead rack and stack of HANA Scale-out hardware components in Customer's data center per specified HANA configuration
- Procure installation services for approved storage system(s) for SAP HANA.

Installation and Staging of HANA Scale-out Appliance

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 source system (i.e. ERP Central Component)
 - 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, and 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.