Cisco Solution Support Service for SAP HANA Infrastructure

Enable customers to focus on running their business instead of solving infrastructure issues with Cisco® Solution Support for SAP HANA Infrastructure. This Cisco branded service provides access 24 hours a day, 7 days a week to data center experts for triage and fault isolation at the overarching infrastructure level. Centralized coordination and escalation across multiple vendors for any Cisco Validated Design (CVD) solution and cross-domain expertise from TAC engineers reduces time and effort to resolve even the most complex issues by an average of 41 percent.

How it Works

Customer purchases this Cisco branded service through you. Solution Support is required when an SAP HANA appliance is part of the solution.

If the customer has an SAP HANA software issue, they should contact SAP for SAP support.

If the customer experiences an issue with its SAP HANA infrastructure, the customer contacts Cisco Solution Support at our _toll-free number_ or through the _online case tool_.

A Cisco data center expert assesses the issue and determines the right course of action: immediate resolution or engaging one or more product support teams.

Cisco coordinates product support teams as needed to manage issue resolution.

Cisco stays with the customer until the issue is resolved.

Note: Customers must have maintenance contracts for all Cisco and third-party products in their SAP HANA solution.

Why Sell Cisco Solution Support?

Position yourself as the single source for SAP HANA infrastructure-level support. Customer does not need to determine which vendor owns the issue; just one call, and the case is managed in one place.

Promote customer satisfaction and confidence, and future sales, by helping customers realize the promised benefits of their data center solution.

Achieve premium service rebates on eligible bookings by selling a higher value service combining product and solution-level support.

Target Customers

Are deploying an SAP HANA appliance solution.

Customers deploying the SAP application without the appliance should purchase Cisco Data Center Solution Support Service for Critical Infrastructure.

Have an IT team that is not yet experienced with the new technologies in their SAP HANA infrastructure.

Have low IT team bandwidth to support the solution.

Cannot afford any downtime; need to solve problems quickly.

Solution Coverage

Cisco Solution Support Service for SAP HANA Infrastructure provides customers with support for the infrastructure used to operate their SAP HANA software. Customers deploying SAP HANA appliances as part of their CVD-based solution must purchase Cisco Solution Support for SAP HANA Infrastructure in addition to product-level support for all elements of the solution. The SAP HANA appliance infrastructure is defined as:

Cisco Unified Computing System™

Storage (EMC, Fusion-io, or NetApp)

Operating system (Novell SUSE Linux Enterprise Server)

Note: Refer to the Solution Support for SAP HANA Infrastructure Service Description for the full scope of the service offering.

Why Customers Need Cisco Solution Support

SAP appliances are used in solutions that address complex needs that involve multiple technology vendors, and supporting these solutions can be disruptive and time consuming. Traditional product support only makes sure that each technology is up to date and operating correctly, but does not address the end-to-end solution-level needs to expertly and expediently resolve system wide issues. Cisco Solution Support provides a single point of contact for the entire solution, one who can provide knowledgeable technical support and coordinated problem resolution, including third-party products within the solution.

Solution Support for SAP HANA Infrastructure Ordering and Pricing

Pricing for Cisco Solution Support for SAP HANA Infrastructure is based on the size of the infrastructure. Refer to the Ordering Cisco Solution Support Services for SAP HANA Infrastructure Guide for ordering and pricing details.

Contact us for help quoting Solution Support Services for SAP HANA Infrastructure.

Learn More About Cisco Solution Support

Review Solution Support for SAP HANA Infrastructure collateral.

Contact Cisco if you or your customer are interested and ready to collaborate on a case study for Solution Support for SAP HANA Infrastructure.

Have Questions?

Contact the _Solution Support Sales Help Desk_.