



Service Description: Advanced Services – Fixed Price

Cisco Data Center Deployment Service for SAP HANA - 1 site (ASF-DCV1-HANA-TDIS)

This document describes Advanced Services Fixed Price service: Cisco Data Center Deployment Service for SAP HANA - 1 site.

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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Cisco Data Center Deployment Service for SAP HANA - 1 site

Service Summary

The Cisco Data Center Deployment Service for SAP HANA - 1 site provides Tailored Data Center Integration (TDI) with on-site assembly and installation of the SAP HANA TDI System components as defined in this document. Cisco will verify upon completion of assembly and installation services that the HANA configuration meets current Cisco specifications. This service includes the following elements:

- Deployment of up to six (6) HANA Instances
- Deployment of up to six (6) HANA Compute nodes
- High Availability via HANA Host Auto-failover or via HANA System Replication (manual failover).
- SAP HANA Hardware verification testing for up to two (2) production HANA TDI Systems
- Multi-Tenant Database Containers
- VMware for HANA
- Fabric Interconnect configuration

Services do not include physical installation (Rack and Stack), Disaster Recovery Testing, storage configuration, data load, advanced configuration changes or modifications of SAP HANA application(s).

Location of Services

Services are delivered on-site and remotely to Customer.

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

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- Work with Customer to schedule one (1) conference call, and identify conference call participants.
- Gather information from Customer prior to the conference call which may include: a). project timelines and goals; b). business, technical and operational drivers; c). network topology information.
- If required, provide a requirements questionnaire to Customer for completion.
- Conduct a conference call with Customer prior to the initiation of the service to discuss gathered information and review the agenda for the strategy workshop.
- Work with Customer to schedule one (1) strategy workshop, up to three (3) days in length, and identify workshop participants.
- Carrying out the workshop with Customer that will be held at either the Cisco or Customer location.

Customer Responsibilities

- Provide the Cisco Project Manager (PM) with a list of designated Customer personnel roles and responsibilities.
- Work with the Cisco PM 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.

SAP HANA TDI Design Review

Customer Responsibilities

- Work with the Customer to understand the current state of their Data Center environment to be used for this deployment including current network topology, intra-datacenter connectivity, network sizing, virtualization, SAN Services
- Review the Customer's Core UCS Design as provided by the Customer

- Review UCS connections into the Network and Storage
- Review Bill of Materials ("BOM") and provide recommendations for optimization
- Review service elements supported in this service to determine which will be included in this Customer's deployment.
- Provide Customer with an information gathering worksheet to obtain addressing and system information for SAP HANA deployment.
- Confirm HANA Version(s) to be installed.
- Gather and review Customer information and compare with requirements for SAP HANA solution through any of the following: a) one (1) requirements workshop lasting no more than one (1) day; b) interviews c) review of existing documentation or completed information gathering worksheet.
- Determine any risks in the Customer design and provide recommendations for optimizing
- Develop and deliver SAP HANA TDI Design Review Checklist to the Customer for their review and approval

Customer Responsibilities

- Participate in the requirements workshop and/or interviews, as applicable.
- Complete and return information gathering worksheets if applicable.
- Provide necessary information to Cisco such as design documents, including the current network sizing, intra-data center connectivity, virtualization, key application requirements and services.
- Provide information to Cisco including: existing LAN/SAN topology diagrams, functional and feature requirements, and scalability design considerations.
- Review with the Customer the SAP HANA TDI Design Review Checklist providing comments and approval.

Cisco Build Services for SAP HANA TDI: Data Centers 1

Customer Responsibilities

- Perform assembly and installation tasks for HANA Systems including:
 - Verify rack and stack of UCS and IO card per specification;
 - Install and configure UCS in a single data center;
 - Configure Fabric interconnects (if necessary)
 - Install VMware (if necessary)
 - Install SUSE or RedHat Linux operating system;
 - Pre-load SAP HANA software and nodes per customer specification.

- Verify assembly, installation and final verification of HANA System configuration, HANA software installation, and initial configuration are in accordance with the latest certified HANA configuration and Cisco Product bill of materials (“BOM”) purchased by Customer under a separate purchase agreement.
- Identify any installation elements that are considered nonstandard or not meeting standard SAP HANA deployment best practices and address them.
- 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 (e.g.. Enterprise Resource Planning (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.

Customer Responsibilities

- Provide Cisco will all equipment that is a part of the HANA deployment
- 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.

Cisco Build Services for SAP HANA TDI: Hardware Validation Testing

Customer Responsibilities

- Confirm hardware to be used for SAP HANA TDI deployment is supported or certified by SAP as defined by SAP’s then-current compatibility list, and SAP HANA deployment best practices and best practices are being followed.
- Run the verification tool included with SAP HANA software.
- Submit test results to Customer.

Customer Responsibilities

- Designate Customer IT staff associated with Compute, Network and Storage to review test results.
- Review with Cisco the test results of the SAP HANA validation testing.

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Cisco Build Services for SAP HANA TDI: Disaster Tolerance

Customer Responsibilities

- Validate connectivity between source SAP HANA system and one target SAP HANA system to be used for replication.
- Identify any installation elements that are considered non-standard such as additional hardware requirements on the SAP HANA system
- Engage Customer to deploy additional hardware (if necessary).
- Verify the software version of the secondary is equal or newer to the version on the primary.
- Ensure the .ini file is identical for both systems.
- Ensure that the hostnames are unique
- Ensure that the SAP HANA system ID and instance are the same on the source and target systems.
- Verify that the same number of worker nodes exist on both the source and target systems.
- Reconfigure the target system as appropriate
- Enable system replication
- Verify that the source and target SAP HANA systems are synchronized through SAP HANA studio.
- Present the installed SAP HANA systems to Customer ready for failover testing.

Customer Responsibilities

- Designate Customer HANA Administrators to verify replication is working properly.

General Customer Responsibilities

- All information (such as but not limited to: business/technical/operational requirements, designs, topologies) 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, business analysts, 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 periods signifies Customer's acceptance of completion of the Services in accordance with this Service Description.