



Service Description: Advanced Services – Fixed Price

SAP Data Hub on Cisco Container Platform Advise and Implement QuickStart Service (ASF-DCV2-DTAHUB)

This document describes the Cisco SAP Data Hub Advise and Implement QuickStart Service Offering.

Cisco SAP Data Hub Advise and Implement QuickStart Service Offering

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.

Service Summary

The Cisco SAP Data Hub Advise and Implement QuickStart Service Offering provides complete build out with Installation and configuration of Cisco HyperFlex System, Cisco Container Platform, and security products – CSR1kv and Stealthwatch Cloud.

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.

Deliverables

Pre-Deployment Checklist
As-Built Document
Test Plan
Knowledge Transfer

Location of Services

Services are delivered as a combination of remote and On Site 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.
- 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 Schedule.
- Manage the project based on the Project Schedule.
- Provide the Service Deliverables.
- Provide a handover, follow on actions, lessons learned, and exception reports (if necessary) upon project completion.

Customer Responsibilities

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

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/.

- 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 PM to schedule the kick off meeting, and communicate the meeting schedule to the Customer-identified stakeholders.
- Review the project schedule, objectives, Services, Deliverables, roles, and responsibilities with Cisco PM.
- Schedule the necessary facilities for On Site implementation (such as conference rooms, projectors and conference bridges).
- Arrange for execution of any third party 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.

Implementation

Cisco Responsibilities

- Perform the Installation and Configuration tasks for the following:
 - Hyperflex Data Platform for one (1) cluster up to three (3) nodes.
 - UCSM, ESXi, vCenter, Network and Storage Drivers.
 - CSR1kv instances on VMWare and on Public cloud to establish VPN.
 - Cisco Container Platform (CCP) on Hyperflex for two (2) cluster up to five (5) VM's.
 - Stealthwatch Sensors
 - C240 M5 for one (server)
 - One instance of software Load Balancer with out of the box configuration.
- Perform Setup tasks for the following:
 - Kubernetes cluster on CCP.
 - Control Plane Kubernetes cluster, User setup and RBAC.
 - Kubernetes Tenants for up to two (2) clusters up to five (5) VM's that includes:
 - One (1) Master.
 - Four (4) Worker Nodes.
 - Contiv Networking and Definition of Policies.
 - Contiv Policies for Application Access.
 - C240 M5 server base set up and basic Operating system.
- Install & Configure SAP Data Hub 4 node Cluster.
- Create up to two (2) connections, i.e. HDFS and SAP Hana.
- Showcase Application monitoring and logging

Customer Responsibilities

- At project kick-off, reach agreement with Cisco on the physical location and the commencement date of the Implementation and Knowledge Transfer. The Knowledge Transfer must take place during the week of On Site implementation.
- 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 Hyperflex hardware components in Customer's data center per specified configuration.
- 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.

Knowledge Transfer

Cisco Responsibilities

- Conduct a two (2) hour Knowledge Transfer session consisting of a review of the system information sheet and key features of the solution.

Customer Responsibilities

- Provide Cisco with the names and basic profiles of personnel attending the knowledge transfer session at least five (5) Business Days before the Knowledge Transfer Session commences
- Provide access to SAP Hana database
- Provide access to Hadoop cluster for HDFS connection
- Provide public cloud information, including access credentials and other necessary information
- Schedule the necessary facilities for the Knowledge Transfer.

Post Implementation Support

Cisco Responsibilities

- Provide customer up to eight (8) hours of remote Post Implementation support over a period of two (2) weeks.
- The Support will commence the next day after completion of the Implementation and knowledge transfer.
- The Support will be provided by a Cisco resource to provide troubleshooting assistance and resolve issues.

Customer Responsibilities

- Identify customer point of contact for Post Implementation Support.
- Perform any hardware and software execution, including scheduling, staff and coordination across customer teams.
- Provide remote access to the required equipment.

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.
- Customer will ensure that proper security procedures and access requirements are met in advance so that delivery personnel are able to enter the facility and perform the delivery with the necessary tools.
- 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 licenses for vCenter, vSphere, Hyperflex Data Platform, CSR1kv, Cisco Cloud Platform, Cisco Cloud Center, Google Apigee, Stealthwatch Cloud and other third party software are purchased prior to commencement 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.

© 2018 Cisco and/or its affiliates. All rights reserved. Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <https://www.cisco.com/go/trademarks>. Third-party trademarks mentioned are the property of their respective owners, including without limitation, SAP, which is a registered trademark(s) of SAP SE in Germany and in several other countries.