

Technology Lifecycle Services for SAP HANA on IBM Power

Accelerate adoption and protect your infrastructure investment



Highlights

Design and deploy SAP HANA on IBM Power solutions

Customize support offerings for SAP HANA on IBM Power

Optimize SAP HANA solutions

Enterprises face the challenge of maintaining an always-on IT infrastructure. High availability and support for mission-critical business operations such as SAP HANA® workloads are paramount. That means designing the right solution, deploying and configuring it, maintaining it through active support, and ensuring it runs optimally across its lifecycle. Today, many organizations lack the skills to support the complex infrastructure stack that SAP HANA presents. In addition, IDC recently reported that “unplanned downtime for the large ERP application is likely to have a greater impact than other applications across the enterprise.”¹

IBM Technology Lifecycle Services provides support and services for SAP HANA on IBM® Power® across the solution lifecycle. Design and deployment services help clients to implement flexible virtualization and capacity management to ensure their server, storage, and networking resources meet business requirements and SAP KPIs. Proactive support options provide a Technical Account Manager who will facilitate the resolution of issues but also help to prevent them from occurring. Finally, optimization services enable clients to analyze and tune SAP HANA on Power, storage, and software for optimal performance.

Design and deploy SAP HANA on IBM Power solutions

IBM offers technology lifecycle services to help clients leverage the unique capabilities of SAP HANA on IBM Power servers. We help clients build and optimize their SAP HANA landscape with Linux® on Power deployed with a tailored data center infrastructure strategy. We advise clients on flexible virtualization and capacity management design options to ensure their server, storage, and networking resources meet business requirements and SAP KPIs. We advise clients on prerequisites, tools, and best practices for data migration from any traditional database (Oracle®, Db2®, Sybase®) as well as from legacy SAP HANA on x86 to SAP HANA on IBM Power. Our experienced migration experts help clients deliver more successful SAP HANA projects.



Customize support offerings for SAP HANA on IBM Power

The support offering that clients choose can be a key factor in keeping solutions up-to-date and preventing incidents and downtime before they happen.

IBM Proactive Support for SAP HANA on IBM Power is a premium service that provides holistic support services for clients who have chosen SAP as a strategic piece of their business. IBM's model includes service and support for the SAP HANA infrastructure stack through a single point of contact with proactive services to identify issues before problems occur and faster time to problem resolution.

IBM's Center of Excellence has a dedicated team of technicians and deep expertise with the IBM Power infrastructure stack supporting SAP HANA as well as access to IBM labs and engineers for additional advice. Support starts with a welcome call to gain insight into a client's infrastructure, business processes, and individual business needs so that the support team can document and know it. Clients then receive a technical support plan (CTSP) and have quarterly calls with the Center of Excellence.

IBM provides customized and proactive monthly reports with guidance and clear recommendations tailored to any individual solution setup to help improve availability and optimize systems.

IBM Proactive Support for SAP HANA on Power service is available for all clients running SAP HANA on IBM Power: Power8®, Power9™, Power10, and higher, with prerequisites.² Clients that have previously purchased an IBM Power server, or are purchasing a new IBM Power server, can set up a separate contract for this service.

Optimize SAP HANA solutions

In addition to deployment services, IBM offers optimization services to deploy advanced features such as SAP HANA in a SLES-HA Cluster, SAP HANA in a Red Hat® Pacemaker Cluster, or SAP HANA scale-out landscape with Host Auto Failover, to name a few.

Once the SAP HANA solution is in place, IBM can analyze SAP HANA health on IBM Power to provide recommendations on how to improve performance, resilience, and/or security posture. This service is designed to anticipate issues with clients' SAP HANA systems before they impact critical operations, providing confidence that systems are leveraging best practices to support clients' business needs.

You can count on
IBM Technology Lifecycle
Services to keep your
mission-critical systems
running smoothly 24x7

Conclusion

Managing and protecting your SAP HANA investment and consistently maintaining high availability for mission-critical workloads can be challenging. IBM Technology Lifecycle services can help you plan, deploy, support, and optimize your SAP HANA on IBM Power solution.

Why IBM Technology Lifecycle Services?

IBM Technology Lifecycle Services professionals have decades of expertise in the technology industry. IBM's worldwide reach allows us to deliver a holistic set of hardware and software support services that help identify dependencies across your IT portfolio. Our proven history of service, technical support, and reliability, combined with access to IBM product development and engineering labs, helps provide efficient advice and problem-solving. You can count on IBM Technology Lifecycle Services to keep your mission-critical systems running smoothly 24x7.

For more information

To learn more about Technology Lifecycle Services for Power, please contact your IBM representative or IBM Business Partner®, or visit ibm.com/services/systems-support.

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1 IDC Perspective: The Cost of Downtime in Datacenter Environments: Key Drivers and How Support Providers can Help, Doc # US50240823, March 2023

2 Prerequisites include 24x7 IBM Hardware Maintenance contract or 24x7 warranty service upgrade on IBM Power running SAP HANA, Red Hat Linux for SAP Solutions or SUSE Linux for Enterprise Servers for SAP apps subscription installed and operational, US contract for Proactive Support/CTS for Linux and any prerequisite services, and Support Line for the Linux operating system service contract

