

IBM Total Solution Support for SAP HANA on Power Systems

Streamline support with a single contact for end-to-end services

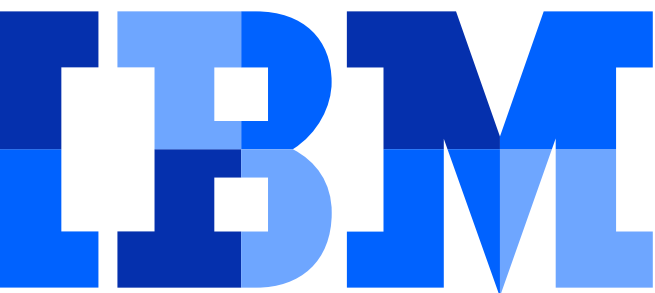


Highlights

- Streamlines problem resolution through a highly skilled, centralized source of integrated technical support
 - Supports optimized system performance with ongoing availability advice
 - Helps improve cost efficiency through coordinated and preventative support services
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Your ability to realize the innovation that in-memory computing makes possible depends on whether your SAP HANA on Power Systems infrastructure is available and performing optimally. Without a highly accessible and reliable team to provide integrated and centralized support, you have to determine the type of problem you're having, and manage hardware and software issues separately. Moreover, without a single point of contact for problem determination and resolution, you may experience significantly extended downtime, not to mention increased costs and complexities.

IBM® Total Solution Support for SAP HANA on Power Systems™ provides an array of flexible support options for the full lifecycle of your SAP HANA on Power Systems infrastructure. The offering helps you ease management and improve uptime with a single source of integrated break-fix, how-to and proactive support for hardware and software. It includes ongoing recommendations to help you prevent problems, optimize system performance and reduce total cost of ownership for your SAP HANA on Power Systems infrastructure.



Streamlining problem resolution through single-source integrated support

Without a single point of contact for integrated hardware and software support for your SAP HANA on Power Systems infrastructure, you not only have to pinpoint the source of the problem but also manage the hardware and software issues individually. And since software issues can look like hardware problems and vice versa, correctly identifying your support issue can be challenging. What's more, lack of centralized support for SAP HANA on Power Systems infrastructure means you have to manage support issues across numerous vendors (such as SAP, Linux distributor and IBM), which can significantly prolong and complicate the problem resolution process. This downtime can add up to increased costs, missed business opportunities and reputational harm.

IBM Total Solution Support for SAP HANA on Power Systems infrastructure provides integrated support that is remotely delivered via one highly skilled source. A single point of contact means you only need to contact your assigned IBM focal point for practically any support service you need. With deep expertise in IBM and Linux platforms, we can more efficiently help determine the source of nearly any issue with your SAP HANA on Power Systems infrastructure, and coordinate a speedy resolution to the problem. Additionally, we can provide a variety of optional services, including installations and upgrades, to support your needs throughout the lifecycle of platform.

Supporting better system performance with ongoing availability advice

Your assigned single point of contact helps you reach a faster resolution to issues that arise and also supports optimization of your SAP HANA on Power Systems infrastructure.

Through quarterly status calls, your support focal point assesses your needs and proposes ways to help improve the availability and performance of your HANA infrastructure.

These suggestions may entail services such as a proactive system check. This service analyzes your complete infrastructure stack to help identify errors, validate the implementation against best practices and provide recommendations designed to improve the health of your infrastructure. Your contact may also recommend evaluating your HANA infrastructure onsite or applying updates to make it more consistent with its installed applications and with your planned changes to the infrastructure stack.

These services can be tailored to your needs. For example, you may seek proactive services for the full infrastructure stack or for operating system partitions, virtualization systems or other specific areas of your infrastructure.

Helping to reduce supports costs via coordinated and proactive support

The need to balance high systems availability with support costs presents a challenge for nearly any IT organization. A cost-effective way to achieve both goals is to prevent problems from occurring in the first place and to streamline the resolution of those that do occur.

Since SAP HANA on Power Systems infrastructure includes a combination of different vendors' hardware and software systems, it requires robust proactive support from a vendor with deep multivendor and multiplatform expertise. By offering a variety of proactive services that are designed to optimize systems availability and stability, our solution helps prevent costly outages that might have otherwise occurred without regularly scheduled maintenance support. In addition, through a highly skilled support team trained to deliver centralized and integrated support, our offerings help provide a faster, easier and more cost-effective way to expedite the resolution of virtually any problems.

Why IBM?

With deep original equipment manufacturer and multiplatform expertise, IBM can provide a superior support infrastructure for your SAP HANA on Power Systems infrastructure. Our coordinated and integrated approach includes IBM-patented diagnostic tools, superior parts inventories, logistics and special access to IBM Lab expertise. We can offer virtually unparalleled knowledge of the IBM Power Systems infrastructure and an array of flexible service options to support your needs.

Core services

Single point of contact	Base support	Proactive support
An IBM technical support team provides centralized support and helps manage problem resolution, inquiries, coordination with vendors, proactive services and lifecycle support services.	Break-fix and how-to support performed by a highly skilled IBM technical support team	Flexible proactive services provided by an SAP HANA Power Systems infrastructure specialist with a report that includes an explanation of findings
The team has deep technical skills in SAP and Linux software, virtualization and IBM hardware, as well as support delivery and project management expertise.	Around-the-clock support for IBM Power Systems infrastructure	System assessment on the complete SAP HANA on Power Systems infrastructure – remote or onsite
	IBM enhanced technical support for Linux	Recommendation of firmware and device driver updates and operating system (OS) patches

For more information

To learn more about IBM Total Solution Support for SAP HANA on Power Systems infrastructure, please contact your IBM representative or IBM Business Partner, or visit:

ibm.com/services/technology-support

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Talent Management Solutions
New Orchard Road
Armonk, NY 10504
U.S.A.

Produced in the United States of America
June 2018

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