IBM Service offerings for SAP
Nina Johanssen
Content

GTS TSS - after Sales services

GTS ITS - SAP Migrations Services

GTS SO - IBM Cloud Service Offerings

GBS AMS – Application Management

GBS Consulting

IBM Financing
Between 50% and 70% of IT costs are spent for SAP operations. That’s opportunity!

The goal for the customer is the optimization of all relevant cost factors! That's where they need advice.
Reasons to call & reasons to act

- SAP Release Upgrade & Unicode Migration
- Hardware & Database Migration
- Server Consolidation & IT Optimization
- Data Center Consolidation
- System Landscape Optimization
- New SAP Components & Applications
- Operational Efficiency / Automation
- Strategic Sourcing Programs
Content

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IBM Technical Support Services (TSS) can offer greater value by leveraging modular global support capabilities.

IBM’s modular support services are designed to optimize your support today and tomorrow.

**Support Continuum**
- **Trusted support advisor**
  - Integrated infrastructure availability management
  - Single point of accountability
  - Adaptive service levels
  - Multi-vendor support
  - Contract- and inventory management
  - Customized support

**Managed support**
- Enhanced support
- Integrated hardware and software support
- Preventative hardware and software support
- System monitoring and automated services

**Foundation**
- Hardware support
- Software support
- Remote Support
- Web self-service

**Proactive**
- System monitoring and automated services

**Preventive**
- Integrated infrastructure availability management
- Single point of accountability
- Adaptive service levels
- Multi-vendor support
- Contract- and inventory management
- Customized support

**IBIn Technical Support Services**
Offers a continuum of multivendor infrastructure support services that offer you a way to simplify the management and increase the availability of your IBM and multivendor IT environment by leveraging IBM’s global support capabilities, delivered when and where you need them.
## HANA Total Solution Support from GTS

### Technical concept and Infrastructure
- Server and Storage
- SAP Solution Manager and Tools
- Setup / Integration in SAP landscape
- Backup & Recovery
- High Availability
- Coaching & Education
- Data model

### Migration & Upgrade
- Platform change
- Upgrade / Scale Out Hardware, GPFS, etc.
- Updates
- Migration (BWA -> HANA)

### Optimisation
- Capacity
- Scale Out

### Operation
- Support for dedicated tasks
- Managed Services for SAP Appliance
- Service Management
- User Help Desk

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**Life Cycle**
HANA Total Solution Support

Application SAP

**Application Support by SAP**

IBM Support by a dedicated, skilled focal point

- Managed Services
- Operating support for different project phases / tasks
- Proaktive Services to avoid system downtime or capacity shortages
- Optimized reactive services

Single Point of Contact

- Systems Operation
- Project Services
- Proactive Services
- Reactive Services
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IT Infrastructure Project oriented Services

Technical Concepts for Architecture and Infrastructure
- Server und Storage
- OS, DB, SAP-Basis, SAP Solution Manager und Tools
- SAP architectural concepts
- Backup & Recovery
- High Availability concepts
- Operational Concept
- Optimization and Automation
- Coaching & Education

Migration & Upgrade
- Hardware migration
- Software migration
- Tool implementation and migration
- DB change or migration
- New architectures and concepts

Optimization
- Standardization, optimization and consolidation of SAP IT infrastructure
- Optimization of the system landscape
- SAP system automation
- Dynamic Infrastructure
- SAP Adaptive Computing
- Innovation

Operation
- Hosting und Managed Services for SAP including project services
- Service Management
- User Help Desk
- Dynamic Maintenance
SAP migration projects are typically Winback business, sometimes migrations within the IBM HW product line

- **Hardware platform migrations**
  - Focus on HP and SUN
  - Main target platform: Power Systems / AIX & Linux on p/x

- **Database platform migrations**
  - Focus on Oracle Winbacks
  - Main target database: DB2 LUW
Migration: The SAP standard process

Source system

1. Migration Preparation
2. Create Structure using R3ldctl
3. Create DBSIZE using R3szchk
4. Generate command files using Migmon
5. Unload Database with R3load

Target system

6. File Transfer
7. Create R/3 Instance
8. Get/Set Migration Key
9. Create Database
10. Import Data with R3load
11. Post Migration Activities

Source system and Target system have File Transfer.
The typical migration flow for one SAP landscape starts with the Development System, then continues with the Production and finalizes with the Consolidation System.
Typical SAP Migration Project

• Source system details:
  - 450 GB Oracle 10.2 database
  - Windows 32-Bit
  - 4.6C Insurance System
  - Backup runtime: 6 hours

• Target system details:
  - 250 GB total database size
  - AIX V7 64-Bit
  - DB2 V10
  - DB2 Row Compression using ADC
  - Using STMM
  - Backup runtime: 35min

normal procedure (optimized)

Planned Downtime: 9h total

- Using unsorted export
- Using STMM
- Using time overlapping export/import
- Using DB2 LOAD API
- Using package split
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IBM Cloud Solutions for SAP

**Deployment model**

- **On Premise**
  - Enterprise Data Center
    - Private Cloud
  - Managed Private Cloud
    - IBM operated

- **Hosted**
  - Enterprise Data Center
  - Hosted Private Cloud
    - IBM owned and operated
  - Enterprise A
  - Enterprise B
  - Enterprise C
  - Shared Cloud Services
  - Community Cloud Services

**IBM Cloud Offerings & Solutions for SAP customer**

- IBM SmartCloud Foundation
  - SmartCloud Entry
  - SmartCloud Provisioning
  - SmartCloud Orchestration

- IBM Entry for SAP Cloud for POWER
  - IBM Systems Director <-> SAP LVM
  - IBM PureSystems family

- IBM SmartCloud for SAP Applications
  - (Dedicated)

- IBM SmartCloud for SAP Applications
  - (Shared)

- IBM SmartCloud Enterprise for SAP

**Dynamic Infrastructure**

IBM Systems Server & Storage, IBM Systems Software, IBM Tivoli, IBM DB2, IBM Systems Director, IBM VMControl
We offer a standard process to support the transition and transformation of your SAP environments and operation to the IBM SmartCloud for SAP Applications offering environment.

**Deployment phases**

- **Launch**
  - Establish project team
  - Establish project governance
  - Develop project plans
  - Review scope and transition
  - Define priorities
  - Refine roles and responsibilities

- **Model**
  - Infrastructure requirements and design – network, storage, backups, monitoring
  - Application and business process discovery—architecture, interfaces
  - Operational run books
  - Migration strategy

- **Build**
  - Provision shared infrastructure
  - Build and test infrastructure
  - Build and migrate databases, applications
  - Phase cutover – development, quality assurance (QA), stage production

- **Transition**
  - Post-live technical support
  - System stabilization and monitoring
  - Operations process training
  - Transition to IBM operations
IBM SmartCloud for SAP Applications includes a full-service scope for managing infrastructure and applications.¹

### SAP² (PaaS)
- **Optional SAP operation and support services**
- **SAP BASIS application: configuration, administration and support**
- **Database management**

### IaaS³
- **Storage and backup management**
- **Operating system and server management**
- **Data center (DC) and DC network management**

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1. **SAP enhancement package installation**
2. **SAP manual transport management**
3. **SAP user administration**
4. **Monitoring of SAP servers, systems and instances**
5. **Configuration management for SAP system or parameters**
6. **SAP support package stacks; Client copies or transports**
7. **SAP database (DB) refresh**
8. **Performance analysis and tuning activities to help meet SLAs**
9. **Monitoring and administration of the database**
10. **DB management software (DBMS) patch management**
11. **Performance analysis and tuning activities to meet the SLAs**
12. **Virtual storage area network (SAN) storage (Tier 1) monitoring and administration**
13. **Faster DB backup and restore services**
14. **Virtual server services and capacity management**
15. **Operating system monitoring, security measures and patch management**
16. **Administration of high-availability solutions**
17. **Dedicated customer virtual local area networks (VLANs) isolated according to IBM security standards**
18. **IBM cloud data center (Release 1: single site or dual room)**

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¹For details on which services are included by the service scope and SLA, please refer to the service definition document; ²SAP and DBMS licenses are provided by client; ³Infrastructure as a Service (IaaS)
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## Why our clients select IBM as their global AMS partner

<table>
<thead>
<tr>
<th>Transformation</th>
<th>Ability to transform the business using SAP as an enabler</th>
</tr>
</thead>
<tbody>
<tr>
<td>End-to-End Capability</td>
<td>Ability to bring end-to-end plays across consulting, systems integration, database and infrastructure</td>
</tr>
<tr>
<td>People</td>
<td>The quality of the people IBM put forward drawn from across the world</td>
</tr>
<tr>
<td>Global Reach</td>
<td>IBM’s global reach to help integrate and rollout their businesses globally</td>
</tr>
<tr>
<td>Track Record</td>
<td>IBM sees it through to the finishing line and delivers on what it says</td>
</tr>
<tr>
<td>Innovative Pricing Structure</td>
<td>Price competitiveness and ability to craft innovative pricing structures</td>
</tr>
<tr>
<td>Deep Industry Knowledge &amp; Assets</td>
<td>Ability to provide them with a variety of options - from deep industry insight relevant to their region combined with global delivery capability</td>
</tr>
<tr>
<td>Managing Change &amp; Risk</td>
<td>Ability to manage downstream change impact in the business and mitigate risk</td>
</tr>
</tbody>
</table>

We asked our clients why they selected IBM for their SAP transformation.....
IBM’s SAP AMS solutions move beyond “break-fix” to offer faster time to value, productivity, and quality improvements.
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IBM Client Center: Lab for SAP Solutions (LSS)

Lab for SAP Solutions Mission:

Demonstrate integrated and innovative solutions
- Showcase e2e industry-specific offerings powered by SAP’s latest solutions (HANA, Mobility, Cloud, Advanced Analytics)

Bring client value with outcome-based solutions
- Customized workshops which introduce topics that can solve problems and build competitive advantage with IBM SAP assets and Use Cases

IBM Horsepower via Research and BAO
- Programmatic integration of IBM Research business models and IBM Business Analytics and Optimization expertise to accelerate innovative solutions

Virtually Available Anywhere
- Clients can access the Lab at the client site, at IBM Client Centers or via virtual briefings

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- IBM Financing
IGF IBM Global Financing

Project Requirements

- The project requires a high initial investment costs
- The required budget for the project implementation is not fully available
- The repayment of project costs should be made in accordance with the benefits ("pay as you earn")
- Project solution with an integrated financing plan (one-stop shopping)
- Adapted to the overall liquidity planning

Project Financing Solution

Cost and benefits of the project

- Cost
- Project Benefit
- Payment Flow

Time
Time for questions …

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