

HP Competent Cluster Service for mySAP Business Suite

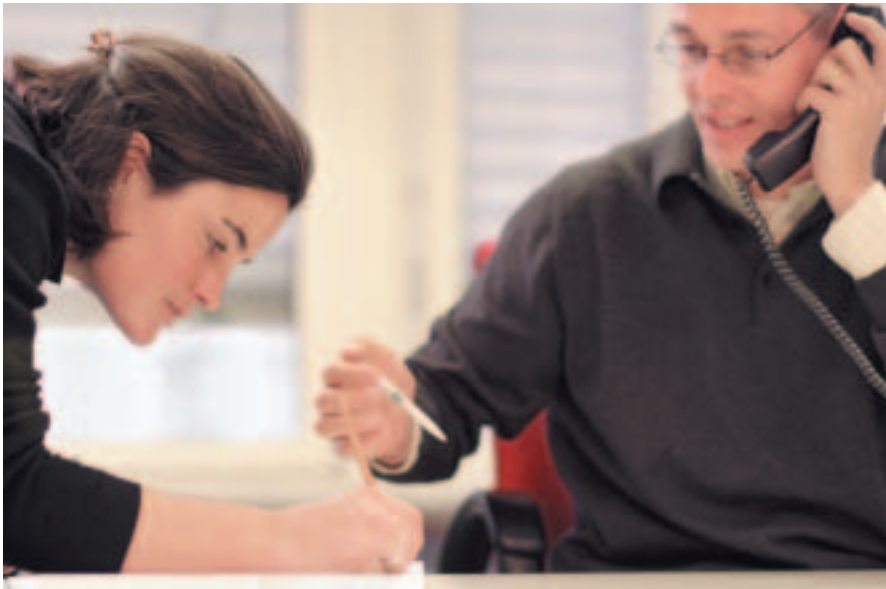


Service overview

Your enterprise's core business processes rely on the stability and performance of your SAP solutions environment. In the past, the standard two-node single SAP instance cluster solution has been used for the majority of typical Microsoft Windows customers looking for a high availability solution, but this has limitations. It is not flexible enough and does not allow the utilization of all server resources. Such a cluster requires the equivalent of an idle server, waiting, to be available in case of a failover. It also does not support clusters with multiple SAP instances.

The HP Competent Cluster Service (HP CCS) allows effective use of multiple SAP instances (application stacking) for an intelligent and more efficient solution, based on the Microsoft SQL Server 2000 and Windows Server 2003 editions. The configuration also utilizes Microsoft Cluster Service (MSCS). You can adapt your IT landscape to changes in business situations, as well as lower your total cost of ownership through IT consolidation and through more efficient server use, especially when migrating from SAP R/3 to mySAP ERP, for which the application platform SAP NetWeaver is indispensable. Such landscapes also can be clustered with the help of HP Competent Cluster Service.

On the basis of an HP Mission Critical Support contract (Proactive 24 for SAP, Critical Service for SAP, or higher), HP Competent Cluster Service offers an intelligent, cost-effective, high availability solution for SAP landscapes on Microsoft platforms. It includes on-site installation, testing, customer training, and "going live" check. It provides for an assigned SAP-trained account team, an individual HP Account Support Plan, phone-in support, tool updates, proactive monitoring and support for the clustered IT environment, with support processes in close cooperation with HP strategic partners SAP and Microsoft.



Business benefits

- More flexible and effective deployment of the SAP landscape
- Enables the consolidation of SAP applications on Windows and the clustering of consolidated systems
- Reduced hardware costs through better utilization of cluster hardware
- Reduced software license costs
- Reduced operation and service costs
- Increased system availability and performance through HP implementation and industry-leading HP Support partnership with SAP and Microsoft

Service features

HP Competent Cluster Service runs on

- HP Integrity
- HP ProLiant (32- and 64-bit)

with Windows versions

- Windows Server 2003 Enterprise Edition for 32-bit systems
- Windows Server 2003 Enterprise x64 Edition (EM64T and Opteron) – when available
- Windows Server 2003 Enterprise Edition for 64-bit Itanium-based systems
- Windows Server 2003 Datacenter Edition for 64-bit Itanium-based systems

Clustering and application stacking are supported for any of the following categories:

- SAP 4.6C kernel based products and higher releases
- WAS 6.20 kernel based products and higher releases
- SAP APO LiveCache 7.4 and higher releases
- SAP XI 3.0

Combinations of categories within a cluster are not recommended at present. No support is provided for applications that SAP has classified as non-compatible or non-stackable.

Service features (continued)

Supported databases:

- MS SQL Server 2000 32- and 64-bit and higher releases
- Other databases upon request

Database need not be in the same cluster.
Database must be installed as named instances.

Installation covers a cluster of up to 3 nodes in one location.

Application stacking is supported only on a Windows Server for 64-bit systems.

HP Competent Cluster Service includes technical consulting and testing by the HP Technology Services engineer. Prior to going live in production, HP must perform a final check and confirm the supportability of the implementation of HP CCS.

Supportability includes HP Proactive 24 for SAP, Critical Service for SAP, or higher, providing for

- an SAP-trained account team
- patch assistance by the HP SAP Response Center Team (SAP RCT)
- accelerated HP-SAP troubleshooting and escalation: cooperative processes, identified teams, rapid information exchange, collaboration on problem resolution.
- trend analysis: periodic checks by the SAP RCT on system resource utilization
- capacity planning: annual analysis and review on the basis of the trend analysis
- performance analysis: deeper investigation and identification of problems revealed through the trend analysis
- storage performance analysis
- and more.



Service limitations

The HP Competent Cluster Service is available now in selected countries in Europe.

Supplemental consulting services and support

Additional consulting services from HP can help speed up your SAP Windows implementation. HP can assign an experienced SAP practice consultant to work closely with your SAP project team and develop a detailed implementation plan, which includes preliminary and final hardware and software configurations, custom configuration, solution verification and testing, staff training, and documentation. The HP consultant would also be available to assist in project implementation.

You may also ask HP for integrated support solutions and additional operations services.

Ordering information

- HA331A1, custom quote only

For more information on HP Services, contact any of our sales offices or visit our website at www.hp.com/go/sap

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