

Make the most of your SAP HANA environment

HPE Datacenter Care for SAP HANA Solutions

HPE Datacenter Care enables agility and innovation

- Help with the day-to-day, routine tasks
- Free up resources for innovation
- Help IT to enhance operations
- Gain a partner that knows your IT and business

Expert-level infrastructure support focused on a comprehensive SAP® experience with lifecycle planning assistance and optional performance services for SAP HANA®



HPE Datacenter Care for SAP HANA Solutions provides your IT staff with access to HPE experts who are focused on providing you a reliable SAP HANA experience on your supported HPE hardware. By partnering with your IT team, our HPE SAP HANA experts diagnose and provide technical resolutions for HPE infrastructure service events, as well as identify potential configuration and hardware-related issues that may impact your overall SAP HANA experience.

The HPE Datacenter Care for SAP HANA experience

- Assigned account support team for a personalized experience
- Access to HPE Center of Excellence (COE) for SAP HANA for expert guidance and support on HPE infrastructure
- Escalation management assistance to help resolve complex questions and incidents
- Flexible hardware support levels dependent on your needs
- Proactive management of your SAP HANA solution running on HPE infrastructure
- Solution lifecycle planning for your eligible systems



“For years, the SAP systems we host ran with zero unplanned downtime. HPE Datacenter Care supports us in sustaining and continually surpassing the very high service levels laid down in SLAs.”

– Robert Schuhmann, managing director, FIS-ASP GmbH

Access to SAP HANA experts

The HPE COE for SAP HANA provides you with the ability to simplify your HPE SAP HANA environment by providing:

- Expert-level support focused on a comprehensive SAP experience
- Interoperability ownership for the HPE Infrastructure solution for SAP HANA
- Collaborative engagements initiated directly with SAP
- Linux®-certified HPE COE experts exclusively focused on SAP HANA
- Ninety-eight percent of customer issues resolved within HPE COE¹

Enhance your SAP HANA experience with additional options

- Access services recommended during solution lifecycle planning consistent with best practices and scheduled downtime windows to help minimize business impact
- Receive expert assessment on the performance and capacity of SAP workloads running on HANA with recommendations to help maximize utilization and performance

- Improve performance with an assigned advisory performance consultant
- Get coordination and delivery of lifecycle services from your HPE account team

Lifecycle planning for every stage

To address the complexities of versioning and infrastructure interoperability, HPE provides a biannual solution lifecycle planning service that evaluates your unique operational and business needs and provides a customized plan with recommended updates and actions for specific lifecycle services as well as their recommended schedule.

For more information, contact your HPE sales representative or your HPE authorized channel partner.

Learn more at hpe.com/services/datacentercare

¹ Based on COE internal reporting 2019. Cases not resolved in COE are resolved by product engineering.



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