



SMARTER
INFRASTRUCTURE

Agile IT Delivered. Your Way.

What is SAP HANA?

- HANA is SAP's High-Performance Analytic Appliance
- HANA is a new 'in-memory' computing appliance by SAP focused on providing real-time analytics
- HANA leverages IBM's latest Intel "Westmere" EX CPU technology to provide real-time database replication from live SAP environments on fully optimised, certified appliances
- HANA has the ability to scan 2 million records per millisecond per core and over 10 million complex aggregations calculated on the fly per second per core

What SAP HANA can do now

HANA provides SQL and MDX interfaces for access to its data. HANA can be queried by any tool supporting these, but Business Objects tools are preferred.

Data can be loaded into HANA in two ways:

- Real-time replication of an existing SAP database*
- ETL using Business Object Data Services from any source

Increased, validated scalability:

- Up to 4 nodes (currently without HA)
- Both "S+" and "M" models scale to 1TB versions
- Bigger clusters can be (and are being) validated on request

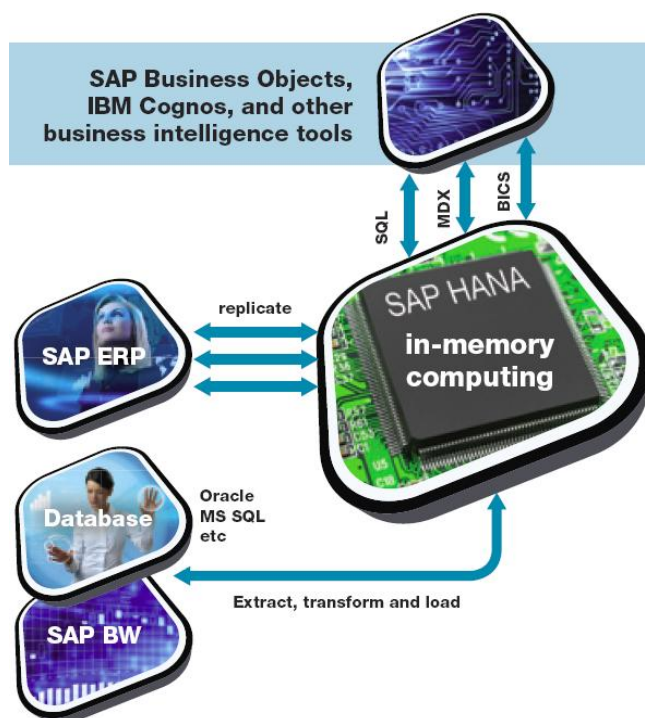
The future for SAP HANA

IBM is leading the way with innovation and scalability to support the rapidly evolving SAP HANA roadmap (Cisco and Dell both only have 1 certified appliance).

IBM offers greater scalability (2TB++) and workload distribution. Existing GPFS design will ensure IBM leads the way with high-availability (HA) and failover options.

Greater support for real-time database replication and acceleration.

BI will not require any other database meaning that HANA will effectively replace BWA. However, many users may not want to use HANA as a primary database and for these users BWA is still recommended.



HANA Sizing, Design and Proof of Concept (PoC)

Sizing

HANA sizing is complex and very much depends on the data sources to be used.

For more information see SAP note:

1514966 - SAP HANA 1.0: Sizing SAP In-Memory Database

Design

Following HANA sizing there is a business objectives review which identifies and defines solution preferences (single server, HA, etc) and hardware preferences (boot from SAN or server, network and FC switches, etc).

PoC

A 256GB Small+ scalable IBM SAP HANA appliance in mobile form is available on request. The unit includes all installation, configuration and workshops costs.

The PoC is fully documented to track business objectives, timescales, success criteria and results.

On completion of the PoC period, if the project results in progression of a full SAP HANA appliance roll-out fees are refundable.

Certified IBM SAP HANA Appliance Options

HANA Deployment and Handover

Centiq takes care of the end-to-end process including:

Build

- Hardware delivered to Centiq
- Software and hardware configuration by Centiq
- Pre-install configuration document completed by customer
- Appliance commissioning and testing by Centiq
- Appliance relocation to customer site

Integration and Test

- Appliance integration and presentation to SAP system at customer site
- Appliance testing and initial stress loading
- Query test and performance recording with acceleration measures

Handover Workshop

- Managing the hardware
- Starting and stopping SAP HANA software
- Upgrading HANA software
- Checking GPFS cluster status
- Any other queries

Current Certified T-Shirt Sizing

Type	XS	S	SSD	S+	M	L	XL
Server	x3690	x3690	x3690	x3950	x3950	x3950	x3950
Model	H1X	H2X	H3X	H1X	H2X	H3X	N/A
Compressed Data in-memory (GB)	64	128	128	128	256	512	*
Server main memory	128	256	256	256	512	1024	*
No. of users supported (TBD)	100	250	250	250	1000	2500	*
Concurrent Useage	40%	40%	40%	40%	30%	30%	*
No. of Active Users (approx)	40	100	100	100	300	750	*
Daily loads (MB)	200	390	390	390	520	1030	*
Scale Out	No	No	No	Yes (*4)	Yes (*2)	No	*
HA	No	No	No	No	No	No	*
Guide Pricing*	£80,020.00	£84,082.00	£98,057.00	£96,951.00	£151,813.00	£154,400.00	N/A

*Includes Build and Pre-Load Services

Next Steps

Sizing

A detailed sizing exercise to be conducted which will determine exact size of HANA required.

Clarify Requirement

Review sizing data alongside data sources to confirm requirements (a decision on whether Business Objects and / or BWA is required).

Solution Design

Using the sizing data and agreed objects Centiq will design the SAP appliance based around the specific the needs identified.

Proposal

Centiq will present the proposed solution incorporating a complete turnkey offering with implementation services and on-going support. All costs are detailed and anticipated results are highlighted.



HANA On-going Support and Management

HANA Managed Service

- Proactive monitoring and maintenance
- Software updates
- Back-up and provisioning
- Performance issues and “How To”
- Version upgrades
- Call handling and logging
- Monthly reporting and KPI tracking
- Integration at customer site
- Annual health-check and review

Tailored Packages

At Centiq we recognize that support needs vary from organization to organization. Consequently we offer a completely flexible approach to support services from fully managed service, to token-based options for pro-active, ad-hoc or reactive support.

SAP Infrastructure Monitoring

monitiQ is an enterprise SAP infrastructure monitoring service delivered in the cloud or as an in-house virtual appliance.

Developed initially to proactively monitor and manage SAP BWA Customers, monitiQ has evolved to support the latest generation SAP HANA appliances and wider SAP enterprise offering a complete, comprehensive view of the entire eco-system.

Features include:

- Single, tailorable dashboard view via a browser, tablet or mobile device
- Data warehousing for historical data
- Faster, more accurate root cause analysis

Many customers including Unilever, Halfords, Clarks and Sony have all benefitted from the on-going cost reductions and deeper insight offered by using monitiQ for SAP.

Lightweight, fully customisable and highly flexible, it ensures that IBM’s SAP HANA Appliance from Centiq is the only true, turn-key offering fully optimised for it’s entire life-cycle.



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Further Information

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About Centiq

Centiq designs, implements and supports Smarter Infrastructure built on leading technology from both IBM and HP.

With technical strength in depth, Centiq gives your business access to industry leading consultants, enterprise class products and a wealth of support services including monitiQ, our unique monitoring service developed in collaboration with customers.

Whether your strategy is to reduce risk, drive down operational cost, simplify business processes or accelerate innovation, a trusted IT Partner is critical to your success. Combining knowledge and long-standing relationships with a wide range of customers across both public and private sectors, we have the expertise to support your business objectives.

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