safe, powerful, cost-effective

hp IT solutions and services for SAP R/3 and mySAP.com

trust hp to deliver the quality solutions IT organizations need to effectively and efficiently implement and deploy SAP R/3 and mySAP.com for their company’s success
your corporate goal: overall cost reduction

SAP® ERP and e-business software, combined with infra-structure and support solutions from HP, enable IT organizations and business divisions to achieve major cost reductions. Savings achieved with current SAP solutions include:

- reduced administrative overheads
- minimized inventory and capital outlay
- reduced sales and marketing costs
- lower information and transaction costs
- reduced procurement costs

HP products and services have always been designed to give you the best value for money. HP has further optimized and enhanced its offering in order to help companies deliver on cost reduction expectations. If you want to reduce your total IT costs, read on to find out how HP helps you achieve your goals.

safe step-by-step approach to delivering projects with fast ROI

In times of an unpredictable economic future, low risk is a critical success factor of many new IT projects. They need to reliably deliver fast return on investment (ROI). Processes optimized for project analysis, planning and execution are the key to success.

IT solutions that help you complete the required changes to your system landscape do not necessarily imply a large project. HP consultants have developed modular concepts that enable you to approach your target safely, step-by-step, with measurable results at each milestone.

achieve ROI in record time

cut IT operating costs wherever possible

The current economic situation forces many companies to freeze or reduce their IT budgets. IT departments need to deploy new technologies and services which increase productivity and cut their operating costs.

Hardware products from HP are designed for manage-ability. Market-leading scalability and HP’s commitment to investment protection ensure a future-proof IT solution.

HP system management software is tailored to SAP re-quirements and helps to further enhance the productivity of SAP administrators. Routine tasks can be automated. In addition, the time spent on admin tasks is drastically reduced.

With consolidation, HP streamlines the IT system landscape, embracing SAP components, data structures, databases, system admin services, server and storage infrastructures.

HP offers uncompromising contractual flexibility for its support services which are tailored precisely to the service levels you require. Selective or comprehensive outsourcing to HP enables you to focus on your core competencies. You benefit from the synergies only a market leading SAP R/3® outsourcer can utilize.

optimize user productivity through leading performance and availability

Companies strive to reduce costs by increasing the productivity of all their SAP users. HP offers IT solutions with leading system performance and availability at an attractive price.

HP’s leadership in SAP system performance rests on three pillars:

- HP has invested vast amounts in R&D for hardware, compilers and operating systems. HP and SAP have cooperated closely in R&D as well as in technical support for many years. Customers benefit from leading benchmark results and HP’s commitment to reliable technology roadmaps.

- Our sizing expertise reflects experience from the largest SAP installed base by far.

- HP has developed SAP specific software solutions and services that enable companies to plan for continuously optimized performance of their IT infrastructure while expanding the scope of the SAP system over time.

Uncompromising system uptime is key to productivity:

- Like a living organism, your SAP environment requires regular checkups and ongoing optimization. The knowledge-based solution assessment jointly provided with SAP helps you to optimize your systems. Also, HP provides services to help you successfully face the challenges of configuration changes, minimizing planned and unplanned downtime.
your corporate goal: business growth

Companies that strive for growth look for e-business to gain a competitive advantage. Due to the nature of the Internet, the corporate step into e-business solutions has far-reaching implications for the IT organization. The Internet offers you a multitude of ways to optimize your existing business and to venture into new business arenas. mySAPcom® solutions will help you step into e-business and unleash its vast potential with:

- supply chain integration
- customer-centric business processes
- business intelligence through efficient data analysis
- streamlined core processes for higher profit margins
- identification and management of intangibles

If you’re about to enter into e-business with mySAPcom, read on for details of the IT challenges facing you and how to meet them with the help of HP, your one-stop solution provider for the transition to mySAPcom.

there are business processes you don’t want to be interrupted - ever

The venture into e-business solutions implies that systems are no longer the exclusive realm of internal users; systems supporting Internet business are also used by customers and suppliers, around the clock, seven days a week. This shared access paradigm does not tolerate any downtime – not even during backups or maintenance. Anything short of excellence in the core disciplines, such as availability, response times and reliability, not only impairs user acceptance but also tends to result in costly production outages or even lost customers.

HP provides high availability solutions that integrate smoothly with SAP and provide unmatched fault tolerance, spanning the entire system, from the operating system right up to the application level.

And when system loads exceed the power and capacity of your active resources, HP solutions enable you to simply switch on additional resources kept on standby.

HP technologies, tools and services help your IT organization to consistently provide the service levels that your business requires. HP mission critical services provide premier support levels and effective support and escalation processes, enabling the IT organization to proactively meet its service level commitments.

being open with premium security protection

The use of the public Internet for business processes offers vast opportunities but also poses new threats to transactions, data and systems, calling for effective safety precautions. Customers and suppliers expect uncompromising data security in business dealings via the Internet.

HP offers award winning security consulting services and a full range of integrated Internet security components, which can be combined and tailored to your specific access and transaction security requirements for e-business solutions.

best practises approach for your fast and safe transition to mySAP.com

To seize emerging opportunities and to gain a sustainable competitive advantage, IT organizations need to deploy mySAPcom quickly and effectively.

Cooperating closely with SAP, HP consultants use a structured step-by-step approach based on SAP best practices to help you design, dimension and implement the IT infrastructure your enterprise needs to ensure a smooth rollout of your mySAPcom solution in the production environment.

HP and SAP jointly offer a rich portfolio of Try&Buy starter packs featuring unique factory pre-integration and jumpstart programs for a wide range of mySAPcom solutions.

HP’s attractive financing models give your solutions a head start in case you are facing any cash flow constraints.

seize emerging opportunities
business challenges

Business managers press for higher user efficiency, fewer user trainings for IT applications, better user decisions based on greater knowledge and higher quality of collaboration with external business partners, while IT managers strive for reduced maintenance and help desk effort. mySAP Enterprise Portals provides a solution for both. Furthermore, users have access to their data with any kind of appliance – anywhere and anytime, to increase their productivity and to meet the customers’ demand for high quality services.

IT challenges

- The web technology on which mySAP Enterprise Portals is built provides less efficient client/server communication than the conventional SAP GUI and thus entails higher network and system loads. The IT organization needs to predict the impact on response times, to proactively tackle potential bottlenecks and to continuously track response times for sustained user satisfaction.

- Some mySAP Enterprise Portals components like ITS are bound to Windows® technology. IT organizations with a pure UNIX® environment thus may need to integrate an “unfamiliar” technology while having to ensure the high availability of their entire mixed environment.

- Depending on the usage scenario of mySAP Enterprise Portals, IT organizations may face major security issues resulting from the need to grant remote access to their business critical systems and data. They need to design and implement a hacker-proof security solution.

- mySAP Enterprise Portals offers the opportunity to reduce appliance costs. The IT organization needs to provide, maintain and support adequately sized and powered mobile appliances.

hp solution benefits

HP and SAP have started a global initiative to provide fully integrated and open portal solutions to enterprise customers.

ensuring smooth deployment

HP has successfully deployed enterprise portals for HP and for more than 200 customers. HP’s experience and proven methodologies ensure efficient, successful design and smooth deployment.

delivering excellent response times

HP offers comprehensive services for SAP performance tracking and optimization. These services are complemented by a wide range of server, network and storage solutions designed to boost performance. With HP, you deliver the response times your users expect despite higher system loads.

integrating UNIX and Windows

As one of the few global vendors of UNIX, Linux® and Windows servers, HP draws on in-depth knowledge in all technologies plus on extensive experience in integrating these platforms in business critical environments.

establishing powerful security precautions

HP’s full range of award winning security services and components – including robust authentication, powerful firewalls and spy-proof encryption – seamlessly combine to satisfy your enhanced security requirements.

providing the right appliances for business mobility

You want to save appliance costs without dealing with a large number of vendors. HP, with its complete portfolio of PDAs, notebooks and portable printers, is your premium choice.
business challenge

The Internet has become a synonym for ease of data access. Not least because of this, availability of data and information is no longer a critical issue to enterprises. However, identifying relevant information among the vast quantities of data and knowing what really counts for continued business success has become one of the greatest corporate challenges. mySAP Business Intelligence enables companies to intelligently analyze raw business data in order to gain valuable information for sound business decisions and reliable forecasts. It can be combined with mySAP Enterprise Portals for an end-to-end business intelligence solution that includes reporting, analysis, information delivery, and more.

IT challenges

• mySAP Business Intelligence needs to periodically extract current data from the production system. The production system needs to be continuously available with very short response time in order to ensure business continuity. Consequently, data extraction needs to be achieved through downloads with minimal impact on the production system.

• mySAP Business Intelligence supports scheduled as well as predefined and ad-hoc queries. While scheduled queries are performed in batch mode, predefined and especially ad-hoc queries cause massive short-term system loads. The IT organization needs to find a way of managing these peak loads and ensuring consistently short response times.

• Experience shows that mySAP Business Intelligence resembles a tasty meal: the more you eat, the more you want. That’s why usage patterns and query complexity tend to be extremely hard to predict at deployment time. However, in order to remain flexible for future requirements, IT infrastructure scalability is a prerequisite for successful mySAP Business Intelligence operation.

hp solution benefits

HP solutions provide the superior server performance, storage capacity and storage management functionality required to enable mySAP Business Intelligence data extraction, ad-hoc queries and reporting with minimum impact on the production system. Scaling dynamically with increasing demand, these solutions help to ensure that your business information warehousing keeps pace with the speed of your business.

extracting data without process impairment

Technologies from HP enable the IT organization to use sophisticated mirroring functionality – in-the-box or across several boxes – to ensure smooth mySAP Business Intelligence data extraction without impairing mission critical business processes in the production environment.

activating resources-on-standby

When mySAP Business Intelligence peak demand exceeds the power and capacity of your current system resources, and response threatens to slow dramatically, instant scalability solutions from HP enable you to immediately activate additional resources in pace with growing performance and capacity needs.

being prepared for increased usage

HP hardware and software technologies are designed for maximum scalability. Through inherent expandability and functions such as hard- and soft-partitioning, these technologies ensure rock-solid investment protection by supporting the flexible growth of your mySAP Business Intelligence installation driven by business requirements.
business challenge

As markets become more transparent, traditional factors such as price and product quality will no longer ensure sufficient differentiation in the marketplace. Value added through the personalized handling of each contact, based on in-depth understanding of each customer, will be key to attracting and retaining customers. Living up to this paradigm shift while keeping marketing and sales costs under control requires two things: a strong focus on customers with the highest lifetime value for your company, and tools that efficiently support customer-centric processes. mySAP CRM enables companies to effectively and efficiently build and maintain profitable, long-term customer relationships.

IT challenges

- Granting prospects, customers, business partners and mobile employees instant remote access to your IT systems raises a number of tough security issues – ranging from effective access and authorization control to verifiable transaction completion.

- A variety of customer-centric interfaces such as Internet Shop, Web Service Center or Support Call Center serve customers who will not accept “regular office hours”. 24x7 availability and instant access are imperative for these sales and service channels as well as for your applications. To enable the company to benefit from mySAP CRM, the IT organization needs to deploy an environment designed to consistently meet these requirements.

- Letting prospects and customers access your systems may lead to unpredictable usage peaks or rapid growth as the number of potential users is unlimited. For the IT organization, this necessitates the deployment of highly and instantly scalable systems in order to ensure performance and to protect investment.

hp solution benefits

Providing superior security combined with excellence in availability and scalability, HP technologies and services help the IT organization to establish and maintain a mySAP CRM environment that perfectly meets the needs of your business.

playing it safe

Designed for the implementation of trusted access control policies without impeding the authorized use of customer information via the Internet, HP security solutions help to provide the “safe and fast” CRM experience. These security solutions perform rock-solid encryption for secure transactions and instant authorization and authentication checks. Award winning HP security consultants help you to design concepts that meet your security requirements.

ensuring continuous uptime

For some customers, mySAP CRM solutions will require the highest availability level. Others may only need an affordable solution that delivers an availability level sufficient to them. HP can offer any availability level the customer demands – from the hardware right up to the SAP application level, with market leading IT solutions. HP management tools enable you to proactively prevent unplanned downtime. HP mission critical services provide fast and high-quality support to IT organizations.

preparing for unpredictable growth

CPU and storage capacity kept on stand-by for instant ignition whenever required enable you to deal with sudden peak loads and provide the cost-effective potential for controlled growth on a pay-as-you-go basis. All HP hardware and software components are highly expandable to protect your IT investment.

hp quality solutions for

mySAP CRM
Customer Relationship Management
business challenge

Customers all over the world demand excellent products and services tailored to their specific needs today. At the same time, supply chains expand across the globe and become increasingly fragmented. Conventional systems fail to provide the capabilities companies need to master the complexities of planning and controlling these business networks. The mySAP Supply Chain Management component enables companies to plan and optimize capacities along the entire demand and supply chain, allowing collaborating organizations within and beyond the enterprise to jointly address the key differentiators in customer-centric business: mass customization and rapid delivery, thus ensuring minimized inventory and capital outlay.

IT challenges

- Supply Chain Management projects are typically highly complex and can last for years. Service level commitments might suffer when skilled IT staff is assigned to such a project full time.

- In view of the sheer multitude of parameters, quick and accurate planning and optimization require the speed and flexibility of a memory-resident database – like the one used by mySAP Supply Chain Management. Hence, the IT organization needs to provide systems with large memory capacity and superior CPU power.

- The planning, simulation and optimization of business critical processes necessitate relentless availability and performance standards. IT organizations need to address and support these standards in order to enable business organizations to achieve sustained competitive advantage.

hp solution benefits

HP technologies and services provide the SCM knowledge, memory capacity, CPU power, high availability and reliable document delivery needed for efficient and effective mySAP SCM deployment.

ensuring your success with SCM

HP as one of the largest global IT companies started an SCM project with mySAP Supply Chain Management, running this solution in its complex business environment. HP Consulting has developed market leading expertise from this and many other SCM projects. You can short cut your learning curve by using this experience to efficiently design and deploy a premier SCM solution. HP and SAP have established a global initiative to build and deliver premier SCM solutions.

boosting memory capacity and power

HP technologies provide the large memory capacity and CPU power required to overcome the speed limitations of conventional databases through memory based databases that rely on live caching. Instant CPU upgrades enable the IT organization to enhance computing power without impairing current business processes.

meeting uptime commitments

High availability solutions from HP support the IT organization in the provision of robust infrastructures for the real-time scheduling and pegging of mission critical planning and simulation processes that span the entire supply chain. HP high availability solutions eliminate single-points-of-failure and provide automated failure detection and restoration of SAP clusters, memory content and batch processes for business continuity even during disaster situations. Thus HP solutions provide unmatched fault tolerance – ranging from the operating system right up to the application level.
business challenge

Many companies have optimized their businesses by focusing on core competencies in order to cut costs and to enhance their overall flexibility. To achieve customer satisfaction, companies depend more and more on their suppliers who deliver a growing percentage of the added value provided to customers. Therefore, effective management of the supply base is key to profits. mySAP SRM enables companies to efficiently evaluate their supply and sourcing strategy, enable their supply base to collaborate with them, and engages those supply relationships for long-term, mutual benefit. It extends and improves the processes previously covered with mySAP E-Procurement, and it adds many new marketplace capabilities to lower the cost of procurement even further.

IT challenges

- Openness and user empowerment are the cornerstones of successful mySAP SRM deployment. On the other hand, the terms and conditions of purchase contracts are company confidential information that reflect buying power and business clout. The IT organization is hard pressed to span the gap between openness and security requirements.

- Downtime and erratic availability will deter users from placing orders via mySAP SRM. The IT organization is challenged to proactively identify and eliminate potential failures before end users are affected.

- Fast response is critical to encouraging users to access mySAP SRM regularly. However, periodic usage peaks make it difficult for the IT organization to consistently provide the service levels mySAP SRM users demand.

hp solution benefits

Integrating hardware, software and services, HP provides the comprehensive solutions IT organizations need to successfully meet the complex challenges of company-wide mySAP SRM deployment.

supporting smooth deployment

HP’s in-depth experience in consulting and support services accelerates the implementation of your mySAP SRM solution. Our expertise in marketplace design and deployment ensures smooth ongoing operation by helping you to get it right the first time.

striking the perfect security balance

HP security solutions enable you to strike the perfect balance between openness and confidentiality, helping users to encrypt their mySAP SRM transactions without any additional effort and preventing unauthorized private use or disclosure of sensitive data to third parties.

ensuring sustained user satisfaction

mySAP SRM users expect to be able to purchase from preferred vendors’ online catalogs anywhere and anytime. HP’s powerful monitoring solutions continuously track mySAP SRM response times, enabling the IT organization to proactively address potential problems. End-to-end management enabled by HP technologies spans the entire IT infrastructure: servers, networks, devices, operating systems, databases and applications.

taking control of peak loads

When your mySAP SRM traffic increases dramatically, so does your need for additional performance and capacity. Instant capacity expansion solutions from HP keep the IT organization ready for peaks in mySAP SRM transactions and the resulting system and storage load.
business challenge

Corporations the world over strive to cut internal costs by streamlining internal processes in all of their functional areas. Enabling companies to achieve synergies through optimized workflow across functional boundaries, SAP has leveraged its extensive ERP expertise to create solutions represented by new SAP R/3 Enterprise Edition and by the mySAP.com solutions mySAP Human Resources and mySAP Financials. The benefits of these SAP ERP solutions complement each other. For example, in the area of HR, SAP R/3 provides functional coverage of much of the “standard” enterprise centric processes, whereas with mySAP HR there are many additional benefits in the collaborative environment such as E-Recruiting. SAP R/3 Enterprise offers the technological platform to migrate cost-effectively to e-business.

IT challenges

• Each individual business and IT scenario requires a custom-sized enterprise IT infrastructure for SAP ERP solutions. Naturally, no enterprise wants costly and time-consuming customization projects or oversized standard solutions which make the enterprise pay for more than it actually needs.

• SAP ERP solutions support a number of core business processes concurrently, sometimes making them mission critical applications which place high demands on availability, response times and security. In these cases the IT organization needs to build an infrastructure that enables it to consistently deliver the service levels laid down in business-driven SLAs – no more and no less.

• Experience shows that ERP systems tend to grow through the deployment of additional solutions and/or through the integration of further divisions or subsidiaries. Growth in size implies increased IT infrastructure requirements. Meeting the growing Enterprise Resource Planning needs while protecting the company’s vast IT investment necessitates a highly scalable solution.

hp solution benefits

HP offers a comprehensive range of products and services specifically designed to provide each enterprise with complete SAP ERP solutions that perfectly meet their needs in terms of sizing and service-levels. These HP solutions enable you to flexibly adapt your mySAP.com environment to changing needs.

deploying a standard solution that fits like tailor-made

The modular architecture of HP software and hardware products plus the granularity of HP hardware standard sizes provide each customer with a tailored solution that does not require extensive customization. UNIX, Windows or Linux: the platform choice is yours.

delivering on availability and response time expectations

HP’s high availability and system management modules and services can be deployed separately or in any combination. No matter whether your business necessitates local safeguards against the failure of individual components or whether you need rapid disaster recovery for 24x7 operations: the HP solution is designed and implemented to meet your specific requirements, enabling you to ensure the sustained satisfaction of your business units without making you pay for more than you need. Top rankings in many performance benchmarks prove HP’s response times leadership in every server category, using Unix or Windows operating systems.

protecting investment while embracing growth

HP solutions enable you to take proactive control of your entire SAP ERP environment. Providing unmatched scalability and expandability to support the business-driven growth of your SAP ERP solution, HP technologies ensure maximum investment protection and enable you to embrace future challenges.

streamline your business
which way forward?

The corporate decision to enhance the functionality of a mySAP.com solution or to upgrade an existing SAP solution to a higher release fires the starting pistol for minor or major changes in your IT. When it comes to managing and mastering the change and expansion processes driven by a transition, the IT organization is faced with a number of critical issues. The issues are the same—no matter whether IT organizations plan to deploy mySAP.com solutions, upgrade to SAP R/3 Enterprise or focus on preparing their infrastructure for e-business requirements.

Accounting for this situation, HP has designed services and solutions to comprehensively help IT organizations to master all challenges that come with a transition. In the light of the complexities of existing IT environments, HP guides and supports organizations in:

• Coming to the right decisions regarding adaptations of their existing systems necessary in order to meet the requirements of the enhanced SAP solution.

• Protecting their investment by integrating and leveraging as much of the existing infrastructure as possible

• Delivering a rapid and smooth transition with minimal impact on production systems

• Defining and executing the most effective sequence of transition activities

Positive feedback from our customers underscores the fact that HP services and solutions provide IT organizations with knowledge and resources needed to ensure a smooth start with SAP R/3 Enterprise and mySAP.com e-business solutions.

benefits of hp transition guidance and assistance

HP offers a modular set of mySAP.com specific services developed to provide guidance and assistance for your transition to mySAP.com.

your requirements set our priorities

Leveraging the best practises expertise of numerous transition projects, HP has developed a 10-step transition path for SAP solutions. HP’s methodology ensures that your mySAP.com solution meets your specific business and IT requirements. That’s why HP’s services span all phases of your mySAP.com project—from the assessment of your current situation to the planning and delivery of your transition path, always ensuring the alignment of IT with business requirements.

focusing on speed and best-practises

HP’s proven transition approach focuses on the quality and the rapid progress of your transition to mySAP.com. Based on the results of structured workshops that address your business situation, IT status and objectives, HP experts design your future environment and tailor your individual transition plan. HP’s rapid deployment services use SAP best practices for fast results.

instant pilot deployment

HP solutions based on SAP Starter Packs speed up the implementation of test or pilot systems by providing standardized, pre-installed hardware, software and service configurations. Defined by HP in close cooperation with SAP, these Starter Packs are tested and ready for business-centric adaptation—including customization and tuning for business roles.
efficient rollout

Leveraging your test and pilot installations, unique HP factory pre-integration and customization accelerate the delivery of HP tailor-made solutions. Hardware platforms, operating systems, middleware, storage devices, and mySAPcom applications are factory assembled, installed, configured and tested to your specific requirements, using proven quality assurance procedures. This approach minimizes on-site installation and integration time.

reducing the complexity

HP’s market leading system consolidation helps you to reduce a multitude of servers to a small number of systems. Consolidation is supported by an exponential increase in CPU power, memory capacity and performance as well as in storage capacity and speed. It cuts operating costs, boosts the IT efficiency and enhances the utilization of existing resources.

arriving safely and relaxed

HP’s services – such as the upgrade to R/3 release 3.11 or 4.6 or rapid deployment – reflect proven methodologies and professional change management. You can count on HP for a smooth, hassle-free transition with minimum impact on your business processes.

keeping your systems optimized

After the transition is completed, HP leverages a range of focused services and SAP specific tools to keep your mySAPcom solution up and running – even in a globally managed system landscape. Whatever service level you want to achieve you can rely on HP for a cost effective solution that enables you to stay in full control over your IT environment.

And if you want to focus on other core competencies, you can count on HP for outsourcing services tailored to your specific needs.

accounting for current and future needs

The structured approach of HP’s transition services addresses all topics relevant to your successful transition to mySAPcom:

• **business situation, objectives and requirements** – including the identification of business processes that are to be supported by R/3 or mySAPcom, the mapping of existing authorizations to predefined mySAPcom roles

• **existing and projected software** – focusing on current and planned releases, patches and “beyond standard” customization of productive mySAPcom components (including R/3), databases and operating systems

• **existing hardware and network infrastructure** – embracing development, integration and production systems, servers, storage and front-ends as well as network topologies and dimensions

• **plans and opportunities for IT infrastructure consolidation** – considering existing and planned SAP components, databases and services as well as servers and storage infrastructures

• **existing IT infrastructure concepts** – addressing existing or desired backup strategy, high availability concepts, security precautions and policy as well as reliability concepts for critical information delivery

• **existing IT management tools and organization** – including end-to-end service level management capability as well as centralization and automation of IT management processes

• **general framework for the transition** – comprising e.g. timeframe and resources as well as availability requirements during the transition

we get you there – cost-effective and safely

1. analyze status and requirements
2. design solution
3. plan transition & integration
4. upgrade R/3
5. consolidate infrastructure
6. implement e-business infrastructure
7. install mySAP.com components
8. application integration
9. implement business roles
10. implement service level management
hp technologies and services for mySAP.com

HP provides customers of all sizes with complete solutions specifically designed for SAP R/3 and mySAP.com. These solutions are based on a comprehensive range of powerful HP technologies and services.

The granularity and scalability of the HP offering provides each customer with a solution that is built from standard modules and yet fits like tailor-made. The close alliance of HP and SAP helps to ensure that these products and services provide highly accelerated implementation, reduced customizing effort, well tuned functionality and the reliability of SAP approved solutions.

The products, technologies and services specified in the following sections comprise an extract of the entire HP solutions portfolio for SAP R/3 and mySAP.com.

### System Management

**HP OpenView** provides a single point of control even for globally distributed SAP environments.

**key hp products for mySAP.com**
- HP OpenView family
- smart plug-ins for mySAP.com, Oracle, Informix, SQL Server
- HP capacity and service level management for SAP R/3

**key benefits to mySAP.com customers**
- Significant improvement in business performance and end-user perception of IT services:
  - end-to-end response-time measurement across the web
  - intelligent agents for proactive monitoring
- Productivity boost for SAP administrators:
  - single console for entire system, from OS to SAP application (integrated in SAP CCMS)
  - automation of routine management tasks
- Accelerated implementation through components designed for integration with SAP

### High Availability Solutions

The HP high availability solutions portfolio comprises a complete set of components for building a fault tolerant, highly available mySAP.com infrastructure.

**key hp products for mySAP.com**
- MC/Service Guard + extension for SAP
- HP performance analysis for SAP systems (PASS)
- HP Cluster Consistency Service
- HP Change Alert Service

**key benefits to mySAP.com customers**
- Maximized uptime and performance:
  - automated failure detection and restoration of SAP clusters, memory content and batch processes
  - the SAP Enqueue service is mirrored to eliminate this single point of failure in every SAP installation
- Rapid implementation through preconfigured components for SAP solutions

### Security

HP security tools offer a wide range of instruments designed to meet the safety requirements of your customers and business units when using your mySAP.com applications.

**key hp products and services for mySAP.com**
- HP security family, including:
  - Virtualvault secure gateway
  - PKI user authentication and digital signatures
- Security consulting

**key benefits to mySAP.com customers**
- Prevent intrusions into mySAP.com extranet and intranet portals
- Defend against application level security attacks
- Convenient user sign-on using PKI
- Use security proven by HP Internet banking customers
**implementation & transition services**

HP’s expertise in mySAP.com solutions supports fast and cost effective implementation and transition.

**key hp services for mySAP.com**
- HP rapid/IT for SAP R/3
- HP rapid/IT for mySAP.com
- enterprise application integration services
- HP data archiving for SAP
- HP System Copy Service for SAP
- HP transaction volume measurement service for SAP
- HP consolidation, migration and upgrade for SAP
- HP capacity and service level management for SAP
- education, trainings, knowledge transfer
- Joint Solution Assessment (a combined service from HP & SAP)

**key benefits to mySAP.com customers**
- faster implementation and decreased project costs:
  - methodology focused on speed
  - extensive implementation experience
- maximized solution quality by leveraging experiences

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**financial services**

HP’s comprehensive set of attractive financing options tailored to e-business projects allows you to narrow your financial risk.

**key hp services for mySAP.com**
- technology lease
- pay-per-use
- risk free payment plan for entire projects

**key benefits to mySAP.com customers**
- minimized financial risk
- optimized cash flow
- simple financial administration
- easier charge backs to business units

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**mission critical & support services**

HP offers a portfolio of tailored mission critical support services to address your specific maintenance needs for SAP system deployment.

**key hp services for mySAP.com**
- HP critical systems support for SAP
- HP business continuity support for SAP
- HP business recovery service BRS
- HP premier storage critical support xp

**key benefits to mySAP.com customers**
- maximized uptime and performance:
  - proactive support to prevent downtime
  - stringent resolution commitments in the event of failures
  - dedicated, SAP certified support consultants
  - mixed support center teams with experts from HP and SAP

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**hosting & outsourcing**

In Operations Services Centers around the world, HP runs powerful IT infrastructures and operation organisations providing selective or complete outsourcing services for mySAP.com solutions.

**key hp services for mySAP.com**
- HP managed services for mySAP.com
- HP infrastructure management services for Linux
- SAP’s mySAP hosted solutions “powered by HP”

**key benefits to mySAP.com customers**
- accelerated time-to-productivity
- option to optimize your in-house resources through flexible and cost-effective services that use proven infrastructures and up-to-date skilled operations resources
- improved business performance and end-user perception of IT services through HP’s availability commitment tailored to customer requirements
- reduced business and technology risk

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**safeguarding & optimization**

For safeguarding and optimization of your SAP operations, HP offers a full range of services which are perfectly integrated with SAP’s services and will be jointly delivered by HP and SAP.

**key hp services for mySAP.com**
- HP performance analysis for SAP systems (PASS)
- HP Cluster Consistency Service
- HP Change Alert Service
- HP capacity and service level management for SAP
- HP transaction volume measurement service for SAP
- HP Storage Performance Advisor Service for SAP
- network assessment and deployment services

**key benefits to mySAP.com customers**
- reduced technology risk
- minimized downtime reduces financial & productivity losses
- enhanced availability and performance of your mySAP.com solutions and business processes
HP provides the right appliance portfolio for business mobility.

**key hp products for mySAP.com**
- Complete range of notebooks and handhelds

**key benefits to mySAP.com customers**
- Reduced cost through handhelds specifically designed for mobile sales requirements such as:
  - giving multimedia presentations
  - working on documents & spreadsheets
  - browsing the Internet
- Light-weight notebooks for using mySAP.com solutions offline

**storage**
HP storage products provide a full set of technologies and tools for a premier storage infrastructure that provides the flexibility and scalability required for e-business.

**key hp products for mySAP.com**
- HP storage area network solutions
- iCOD – instant capacity on demand
- HP OpenView Omniback II
- HP comprehensive portfolio of tape drives

**key benefits to mySAP.com customers**
- Instant storage capacity on demand ensures uncompromising availability and quality of IT services
- Usage based cost
- Highest level of flexibility through SAN compatibility
- Minimal impact backup or download from the SAP production system
- High performance automated backup/restore

**printing solutions**
HP printing solutions for mySAP.com include a broad range of printers and various add-ons to easily print corporate fonts, barcodes, checks and complete electronic forms.

**key hp products for mySAP.com**
- A variety of printers suits all kind of business needs – inkjets, laser jets, color and more

**key benefits to mySAP.com customers**
- Make your SAP documents stand out from your competitors
- Improve printing performance and quality significantly
- Simple solutions with big benefits for the SAP implementation team
- Rapid deployment
- Leverage/upgrade existing HP LaserJet printers to protect your investments

**server platforms**
HP platforms span the entire range – from small business servers via midrange right up to high-end enterprise servers.

**key hp products for mySAP.com**
- Comprehensive portfolio of Unix-, Windows- and Linux-servers
- Itanium® processor family architecture
- Instant Capacity on Demand

**key benefits to mySAP.com customers**
- Fast and cost-effective deployment
  - Single vendor for mixed UNIX, Windows and Linux environments typical of mySAP.com
  - Granularity of HP server portfolio ensures that standard products fit like tailor-made
- Premier service levels for e-business
  - Redundant components, intelligent subsystems, server clustering
  - Industry-leading memory and CPU expandability
- Scalability and flexibility for investment protection

**consolidation**
HP technologies and services consolidate your SAP components, databases and services on a smaller number of powerful and highly reliable systems.

**key hp technologies and services for mySAP.com**
- IA 64 – 64 bit technology
- Hard- and soft-partitioning
- HP storage area network solutions
- Consolidation services

**key benefits to mySAP.com customers**
- Reduced management and maintenance costs
- Increased system availability and user productivity
- Service level excellence
- Flexibility through greater scalability, allowing additions without disruption

**mobile appliances**
HP technologies and services consolidate your SAP components, databases and services on a smaller number of powerful and highly reliable systems.

**key benefits to mySAP.com customers**
- Reduced management and maintenance costs
- Increased system availability and user productivity
- Service level excellence
- Flexibility through greater scalability, allowing additions without disruption

**key hp products for mySAP.com**
- Complete range of notebooks and handhelds

**key benefits to mySAP.com customers**
- Reduced cost through handhelds specifically designed for mobile sales requirements such as:
  - Giving multimedia presentations
  - Working on documents & spreadsheets
  - Browsing the Internet
- Light-weight notebooks for using mySAP.com solutions offline

**more hp technologies and services for mySAP.com**
committed to SAP customer success

Multiple HP SAP competence centers worldwide highlight our joint commitment to customer success.

experience & approved solutions
Well over 25,000 successful joint installations reflect our deep understanding of SAP R/3 and mySAP.com solution deployment.

excellence in customer satisfaction
SAP has presented HP with its coveted “Award of Excellence” – every year since its inception in 1995.

close, long-term partnership
HP and SAP: partners for more than a decade.

HP is a Global SAP Partner in the following areas:

- Global Partner Technology
- Global Alliance Partner Support
- Global Partner Services
- Global Partner Hosting
- Global Partner Software

your partner of choice for mySAP.com

your decision for success