HPE Bare Metal Recovery Service for SAP HANA

HPE Lifecycle Services

Service overview

With the HPE Bare Metal Recovery Service for SAP HANA®, HPE service specialists use remotely delivered processes that provide the steps necessary for the creation and validation of a Bare Metal recovery method for an HPE Solution for SAP HANA. This service creates a bootable Operating System (OS) image and an optional restoration. This service encompasses two stages: service planning and implementation as more fully described below.

Service benefits

- Reduce unplanned disruption to your IT environment
- Helps reduce unplanned downtime due to disruptions
- Enable your IT resources to stay focused on core tasks and priorities

Service feature highlights

- Service Planning and preparation for implementation
- Creation of an OS backup and an optional restoration

Specifications

Table 1. Service features

Feature	Delivery specifications
Service Planning and preparation for implementation	The HPE service specialist will: – Verify that all service prerequisites have been met, including active support coverage on the HPE Solution for SAP HANA. – Create an implementation plan for the HPE Solutions for SAP HANA for which this service is purchased. This plan is based on the service features, including any service limitations described in this data sheet. This plan will include your responsibilities and dependencies required for performance of these services. – Document HPE's recommendations regarding the order in which delivery will be performed, including any steps that you must perform before the HPE service specialist can perform delivery of this service. – Develop the schedule for the implementation process, including whether it will occur during normal business hours or after hours, and when systems will be taken offline. Any work outside of HPE business hours is subject to additional charges as specified in the Service limitations section. – Review your responsibilities during the delivery of this service, for example, whether it is necessary to shutdown applications or disconnect the target products from the network, who will be handling these responsibilities for you, any dependencies for getting this service completed, your appropriate contacts, and an escalation path during service delivery. – Discuss the delivery process, schedule, and implementation plan.
Creation of an OS backup and an optional restoration	– HPE will create a bootable OS image per the implementation plan – Optionally HPE will provide a successful restoration – Upon completion of the recovery method, the HPE service specialist will turn the system over to you

Coverage

This service is available on regular HPE Workdays (excluding weekends and HPE holidays) during country-specific HPE standard business hours. After-hours delivery is available upon request. This Lifecycle service is not available for delivery during the HPE shutdown the last 2 weeks of December.

When this service is delivered as part of the HPE Lifecycle Services Suite for SAP HANA, after-hours charges are not applicable.

Customer responsibilities

The Customer will:

– Assign a designated person to participate in the service planning meeting and follow-on service activity.

– Perform all identified Customer responsibilities in a timely manner.

– Ensure that a designated person is assigned and who, on behalf of the Customer, will grant all approvals, provide information, and confirm that the hardware, firmware, and software needed to deliver this service are available. They will also make sure that software products are properly licensed and otherwise be available to assist HPE in facilitating the delivery of this service. For non-HPE branded software, you must have in place the necessary agreements with HPE and/or the third-party vendor to receive upgrades and/or patches for the software.

– The designated person will be:

- Responsible for all the Customer aspects of the assigned work efforts
- Authorized to make all decisions relative to the project, including identification and assignment of Customer resources
- Available and able to interface with the HPE assigned resources on day-to-day issues throughout the project
- Authorized to sign status reports and approve project changes
- Able to coordinate all work efforts and meeting schedules

– Provide suitable virtual private network (VPN) or other suitable connectivity as required for the delivery of remotely delivered services.

– Provide HPE with the necessary access to Customer building facilities and computer room facilities, as well as access credentials for logging into all servers, databases, and services for the service planning, as applicable.

– Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required, as applicable.

– At the discretion of HPE, install remote connectivity tools and proprietary software service tools.

– Allow HPE full and unrestricted network access to the location where the service is to be performed on-site.

– Ensure that all service prerequisites have been met.

– Advise HPE of any special security, health, and safety matters applicable to the Customer site where the service is to be provided.

– Provide to HPE, on request, any information that HPE may reasonably request about the execution of the service.

– Coordinate all required internal/third-party participation and cooperation.

– Assign or make available experienced subject matter and technical experts, upon request or as needed.

– Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HPE to deliver the service.

– Ensure that all information provided by the Customer is complete, accurate, and up to date.

– Perform other reasonable activities to help HPE identify, implement, or resolve problems, as requested by HPE.

– Ensure system availability at a mutually agreed upon time. If system availability delays exceed 120 minutes from the agreed upon time, service delivery may be cancelled and rescheduled by HPE.

– Provide contact information, including email address details, for delivery of service materials.

– Be responsible for all SAP HANA database activities as requested by HPE including startup and shutdown, backup and restore operations, fail-over and fail-back testing, replication validation, and SAP HANA database operational testing of applications.

– Be responsible for the re-installation of third-party software removed during the delivery of this service.

Service limitations

– For best results, HPE recommends that restoration of OS images be planned within the maximum of six month intervals.

– The backup created with this service is only for the OS.

– HPE delivers the service remotely at a mutually scheduled time window convenient to your organization between Monday 8:00 a.m. and Friday 5:00 p.m. local time, excluding HPE holidays. Local time is defined as the location time of the physical location of the system.

– The Lifecycle service listed above is not available for delivery during the HPE shutdown the last 2 weeks of December.

– All HPE activities including documents and reviews are delivered in English.

– Activities such as, but not limited to, the following are excluded from this service:

- Installation or configuration of any hardware or software products except as described earlier
- Loading, management, migration, or manipulation of your production data
- Operational testing of applications and/or the SAP HANA database
- This service does not include updates or installation of any remote tools present (such as HPE Systems Insight Manager, HPE Insight Remote Support, and HPE 3PAR Service Tools)

Service eligibility

You are eligible for the delivery of this service if you meet the following prerequisites:

– The HPE Bare Metal Recovery Service for SAP HANA is available on eligible HPE Predefined Configurations with a valid support contract as referenced in the HPE COE Service for SAP HANA or the HPE Complete Care COE Service for SAP HANA data sheets.

– Only SLES for SAP® or RHEL for SAP Solutions operating systems are eligible for this service.

– For all software, including non-HPE branded software SLES for SAP or RHEL for SAP Solutions operating systems, HPE Serviceguard, you must have:

- Rightfully acquired the license or subscription as well as the updates to be implemented and be properly licensed to use the software that includes the provision for operating system and the updates.
- Retain and provide to HPE upon request, evidence that the license or subscription was purchased.
- Have a valid HPE support contract and provide a valid service agreement ID (SAID) for the HPE Solutions for SAP HANA that will receive this service.

– HPE Solutions for SAP HANA that have been modified and/or customized into unsupportable configurations are not eligible for this service.

– Customers must be running or allow HPE to run the appropriate HPE tools to enable the upgrades.

– This service is not available on virtualized HPE for SAP HANA environments and does include the Quorum server.

General provisions / other exclusions

- Any documentation provided as part of the service will be provided electronically in Microsoft Office and/or Adobe Acrobat formats.
- HPE resource time is dependent upon the Customer's compliance with required prerequisites and participation.
- Hewlett Packard Enterprise reserves the right to charge, on a time and materials basis, for any additional work that may result from work required to address service prerequisites or other requirements that are not met by the Customer.
- HPE's ability to deliver the services is dependent upon Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of information and data the Customer provides to HPE.
- To the extent HPE process personal data on the Customer's behalf in the course of providing services, the HPE Data Privacy and Security Agreement Schedule — HPE Support and Professional Services found at hpe.com/us/en/legal/customer-privacy shall apply.
- Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services.
- Activities such as, but not limited to, the following are excluded from this service:
  - Service deployment on hardware not covered by an HPE warranty or service maintenance contract
  - Service deployment on hardware covered by a third party maintenance contract
  - Services that, in the opinion of HPE, are required due to unauthorized attempts by non HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Service required due to causes external to the HPE maintained hardware or software

Ordering information

For eligible HPE Predefined Configurations with the HPE Lifecycle Services Suite for SAP HANA, consult the HPE COE Service for SAP HANA data sheet or the HPE Complete Care COE Service for SAP HANA data sheet.

This service is a remotely delivered service. For an on-site delivery option for this service, a custom quoted service may be available by contacting your Hewlett Packard Enterprise Sales representative for details.

Learn more at

HPE.com/services/lifecycleservices

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a50003244ENW, Rev. 3

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