

HPE Complete Care Service—Performance Optimization for SAP Service

HPE Services—Packaged Support Services

Service overview

This addendum to the HPE Complete Care Service—Starter Pack data sheet or HPE Complete Care Service data sheet, as applicable, describes HPE Complete Care Service—Performance Optimization for SAP® service, an optional analysis service feature of HPE Complete Care Service.

The HPE Complete Care Service—Performance Optimization for SAP service is intended for Customers who want help to identify performance and capacity improvements on one layer of their SAP IT software stack powered by HPE (application, database, operating system).

As part of the HPE Complete Care Service—Performance Optimization for SAP service HPE will provide one IT Performance Analysis for SAP service per year, identifying the key capacity and performance metrics for one SAP system as identified by the SAP System Identifier. The SAP System Identifier (sapsid) is a unique identification of an SAP System Instance within a Customer's SAP landscape.

The IT Performance Analysis for SAP service identifies and documents potential performance issues related to several system resources including the operating system, database and the SAP application(s).

The IT Performance Analysis for SAP service includes a review of the SAP basis system and the associated system hardware, database, and SAP application instances as well as optimization recommendations for an SAP system tailored to a Customer's individual needs.

The IT Performance Analysis for SAP service will include a report designed to provide details regarding the performance status of the selected SAP system elements. These SAP elements include applications (**including the SAP HANA® powered SAP application**), the connected database (SAP HANA database, as well as non-SAP HANA databases) and the operating system.

Service benefits

This service:

- Is intended to provide information on the current performance status of the SAP system, which provides a baseline to identify performance trends
- Can help to identify trend performance for preventive performance management activities
- Can help to uncover impact of planned IT transformation projects
- Can give direct access to the expertise and experience of an HPE performance technical consultant
- Provides tailored recommendations, tips, and hints that are intended to help Customers keep performance at optimal levels

Service feature highlights

This service includes the following:

- Service planning
- Performance analysis
- Performance analysis report
- Debriefing session

Table 1. Service features

Feature	Delivery specifications
Service planning	<ul style="list-style-type: none">– An HPE performance technical consultant will collaborate with a Customer-identified lead and identify the SAP system for the performance analysis– The HPE performance technical consultant will review the Service objectives with the Customer-identified lead– The HPE performance technical consultant will collaborate with a Customer-identified lead to establish mutually agreed upon delivery dates and time, and data collection details– The HPE performance technical consultant will review the HPE recommended tools (HPE developed, vendor provided, and open source) required for the IT Performance Analysis for SAP service– The HPE performance technical consultant will review the instructions to facilitate the collection of performance data
Performance analysis	<ul style="list-style-type: none">– The HPE performance technical consultant performs an analysis remotely, using the Customer-provided performance data, utilizing the HPE internal reporting infrastructure, to evaluate the data and evaluate performance details– The performance analysis is conducted on one SAP system as identified by the SAP System Identifier (sapsid), including the applications, database, and operating system– The performance analysis determines performance baselines, supporting future planned changes to Customer's hardware or workload environments– Baselines include:<ul style="list-style-type: none">• Response time and query runtimes• Workload statistics• Number of users on a per application level• Configuration settings, buffer usage, and I/O figures on database level• CPU and memory consumption at the operating system level– The application analysis will be performed on all SAP applications and include:<ul style="list-style-type: none">• Configuration review of the SAP Basis and Application Stacks

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- Analyzing dedicated programs and transactions to determine if performance improvements can be made
 - The database analysis will be performed on one of the following databases: SAP HANA, Oracle®, Microsoft SQL Server, Sybase ASE, IBM Db2, SAP® MaxDB®, and include:
 - Configuration review of the database installation and setup
 - Analyzing of the SQL statements sent to the database to determine if performance improvements can be made
 - The operating system analysis will be performed on one of the following operating systems: Linux®, Windows, HP-UX and include:
 - Documenting operating system utilization and performance metrics
 - Customer will collect performance data according to HPE's instructions and provides this data to HPE.

Performance analysis report

- The Customer receives the report summarizing the findings of the analysis as a PDF document. The report includes:
 - A traffic light rating of the overall status
 - A written summary, explaining the results and highlighting the findings, together with links to the related detailed chapters
 - Charts, graphs, and tables to visualize the findings, which can also be used for baselining and trending purposes
 - A list of recommendations to improve the performance or the overall stability of the system
 - An executive summary that includes a list of recommendations and actions detailed by the HPE performance technical consultant intended to improve the performance of the SAP system

Debriefing session

- A 20-minute debriefing session via a web-based video conferencing tool, to review the findings of the performance analysis report and the recommendations
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Customer responsibilities

The Customer must purchase an HPE Complete Care Service standard or basic support agreement for the hardware and software that make up the HPE solution system based on SAP covered under Customer's HPE Complete Care Service contract.

- The Customer is responsible for completing any Customer responsibilities identified during the planning phase such as collecting data or granting HPE system access in order for HPE to schedule delivery of the HPE Complete Care Service—Performance Optimization for SAP service. Customer must also designate a primary contact with requisite skills and knowledge to work with HPE in performance of the service.

The Customer will:

- Contact HPE within 180 days from order acceptance to schedule and receive the delivery of the service. HPE reserves the right to reprice for services not scheduled and delivered within 180 days. Orders for services will expire after 365 days (1 year) from the order acceptance date for services not scheduled and delivered and Customer will not be entitled to a refund for the unused services
- Provide Hewlett Packard Enterprise with full information as required to perform the analysis
- Provide a technical contact and system access if required
- Collect the performance data based on the tools and instructions provided by HPE
- Provide the collected data to HPE in an agreed and secure way, for example, using the [HPE Support Center](#) portal using encrypted communication and a named account
- Answer any additional performance, or system-related questions that are required to complete the analysis

Service limitations

All services are delivered remotely.

Any services not clearly specified are excluded from this service.

This includes, but is not limited to the following:

- This service is an advisory service and does not include any remediation of hardware or software related problems
- This service may not be available in all countries or areas
- Performance analysis report document and debriefing session is delivered in English only
- Performance analysis is run on one SAP system including the application, database, operating system
- Supported applications must be SAP applications
- Supported databases will include one of the following: SAP HANA, Oracle, Microsoft SQL Server, Sybase ASE, IBM Db2, SAP MaxDB
- Supported operating systems will include one of the following: Linux, Windows, or HP-UX operating systems

If any HPE Complete Care Service—Performance Optimization for SAP service coverage terms extend past the term of the HPE Complete Care Service SOW or Starter Pack service, and the SOW or Starter Pack service is not renewed under the HPE Complete Care Service coverage prior to expiration, then the HPE Complete Care Service—Performance Optimization for SAP service will cease upon termination of the HPE Complete Care Service SOW or Starter Pack service. No refunds will be provided for the HPE Complete Care Service—Performance Optimization for SAP service as a result of nonrenewal of the SOW or Starter Pack service.

General provisions / other exclusions

- All services will be performed during local HPE standard business hours and days, excluding HPE holidays, unless otherwise agreed by HPE in writing. Any services provided outside of HPE standard business hours may be subject to additional charges.
- HPE resource time is dependent upon the Customer's compliance with required prerequisites and participation.
- 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.

Ordering information

HPE Complete Care Service—Performance Optimization for SAP service

- **HYOW3AC**—HPE CC SB Performance Optim SAP SVC
- **HYOW3A3**—HPE 3Y CC SB Performance Optim SAP SVC
- **HYOW3A4**—HPE 4Y CC SB Performance Optim SAP SVC
- **HYOW3A5**—HPE 5Y CC SB Performance Optim SAP SVC

For additional HPE Performance Optimization services, refer to the [HPE Service Credits menu](#).

Learn more at

[HPE.com/us/en/services/complete-care.html](https://hpe.com/us/en/services/complete-care.html)

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