

Make the most of the SAP HANA environment

HPE Complete Care Service COE Service for SAP HANA

HPE Complete Care Service Performance Optimization for SAP HANA



Optimize your entire IT environment and drive innovation

Get a holistic approach to optimize your IT environment and achieve predetermined IT outcomes. HPE Complete Care Service, a modular, edge-to-cloud IT environment service that drives a personalized and customer-centric experience, helps you work with an assigned team of experts to achieve your business goal. Personalize, optimize, transform.

Expert-level infrastructure support focused on a comprehensive SAP® experience with lifecycle management and performance optimization services for SAP HANA®

HPE Complete Care Service for SAP HANA solutions provides your IT staff with access to HPE experts who are focused on providing you a reliable SAP HANA experience.

In addition to the core HPE Complete Care Service deliverables like your assigned account team and escalation management, there are two enhancement options for SAP HANA customers:

- HPE Complete Care Service COE Service for SAP HANA which provides a comprehensive service experience leveraging HPE experts to simplify the management of the SAP HANA infrastructure
- HPE Complete Care Service Performance Optimization for SAP HANA which provides expertise and assistance to help improve utilization and performance

The HPE Complete Care Service COE Service for SAP HANA

- Access to HPE Center of Excellence (COE) for SAP HANA for expert guidance and support on HPE infrastructure
- Proactive management of your SAP HANA eligible systems with a customized solution lifecycle plan
- Lifecycle Services Suite

“The value is in the name, ‘care.’ HPE takes care of us and that means our customers don’t have to worry because the infrastructure is running smoothly.”

– Henrik Kjel Isby, Head of Operations —
Oslo, Visolite

Access to SAP HANA experts

The HPE COE for SAP HANA provides you with the ability to simplify your 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 COE*

Lifecycle planning for every stage

To address the complexities of versioning and infrastructure interoperability, HPE provides a customized lifecycle management plan based on your unique operational and business needs.

Lifecycle Services Suite

The Lifecycle Services Suite simplifies the challenges associated with versioning your HPE infrastructure solutions for SAP HANA by choosing from a catalog of lifecycle services without additional payment.

The HPE Complete Care Service Performance Optimization for SAP HANA

Enhance your experience with these options.

IT Performance assessment — SAP HANA

Receive expert assessment on the performance and capacity of SAP workloads running on HANA with recommendations to help maximize utilization and performance

Assigned advisory performance consultant

- Improve performance with an assigned advisory performance consultant available to advise on improving performance goals
- Receive preventive advisory for your SAP HANA infrastructure

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

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

Learn more at

[HPE.com/services/complecare](https://hpe.com/services/complecare)

