



"Our customers have called upon SAP to directly provide innovative hosting solutions. We have chosen HP as a Preferred Data Center Provider to help us meet the needs of providing infrastructure for always-on businesses."

**—Tom Melchiorre, VP,
SAP Hosting**



**SAP Hosting solutions
"powered by hp"**

the hp-SAP advantage

Choosing an SAP solution is the first step toward improving and streamlining your business processes. SAP Hosting solutions “Powered by HP” is SAP’s branded services offering that addresses your need for mission-critical hosting services. These services ensure that your SAP solution delivers optimal performance and high availability through world-class IT infrastructure, management, and security. You can rest assured that HP’s vast experience and resources ensure unparalleled infrastructure support for your mission-critical SAP applications.



hp and SAP: a team with history

Over the past 12 years, HP and SAP have worked closely to provide business solutions. SAP Hosting solutions and HP have joined forces to offer world-class outsourced hosting, monitoring, and management capabilities for SAP environments. HP’s expertise is reflected in the following:

- HP is the market leader in UNIX®, Windows®, Linux, enterprise storage, and systems management tools.
- Today, more than half of all SAP implementations throughout the world are running on HP platforms.
- HP has delivered more than 25,000 installations of SAP globally, supporting over 10,000 SAP customers.
- HP currently supports over 150 SAP outsourcing customers, representing more than 200,000 named users worldwide.
- HP delivers infrastructure support from more than 100 HP response and operations centers worldwide, with over 65,000 IT professionals globally.
- HP provides business recovery services (BRS) to more than 9,000 customers worldwide from over 40 recovery centers.

But numbers alone don’t tell the story—customer and industry reviews do:

- HP has won SAP’s “Award of Excellence” every year since it was first awarded in 1995.
- *InformationWeek* ranks HP #1 in customer service and responsiveness.
- Gartner rates HP as the leader in supporting mission-critical SAP environments.

SAP’s endorsement of HP speaks for itself, as HP has received SAP’s acclaimed certification awards in the following areas:

- SAP Hosting Preferred Data Center Partner
- SAP Global Implementation and Hosting Partner
- SAP Global Hosting and Outsourcing Partner
- Global SAP Markets MVP Hosting Partner

But the HP-SAP relationship doesn’t end with business partnerships—SAP AG relies on HP Superdome servers to run its own mission-critical internal operations. And, HP is one of SAP’s largest customers as well, with more than 150 SAP instances within HP—and the largest implementation currently supports a transaction volume of more than \$3 million/hour on production systems.

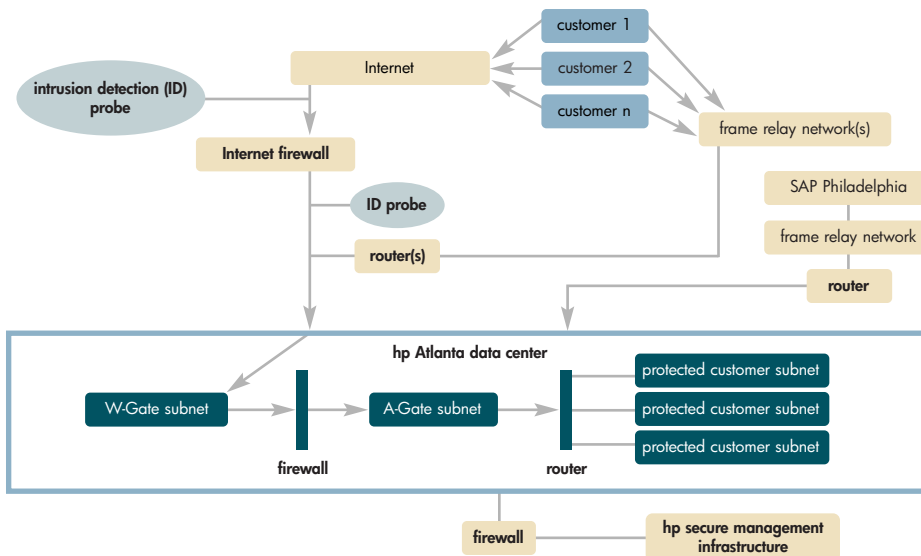
“HP is a proven partner as an **infrastructure services provider**, given their success to date with mySAP.com Hosting. HP brings strong **global competencies**, a **deep portfolio** of services that span a broad range of cross-application and cross-platform integration capabilities, uniquely providing both partners and customers with **quality, flexibility and choice.**”

“Traditional ISVs: Moving Along the Software-As-Services Curve” (March 2002)
Laurie McCabe, Summit Strategies

world-class data centers

HP’s worldwide data centers adhere to the Uptime Institute’s demanding Tier IV high-availability standards for multiple active power and cooling distribution paths, redundant components, and overall fault tolerance.

Currently, SAP Hosting solutions “Powered by HP” are supported by HP’s largest data center in Atlanta, Georgia. Stringent physical security measures at this facility include identity-based access-control procedures and 24-hour security surveillance. In addition, documented procedures for hardware and process continuity as well as disruption-free facility maintenance and repairs ensure application availability and data access and integrity.



the hp Atlanta data center

Established in 1995, the Atlanta data center hosts customer systems and equipment from HP and other vendors in a hardened 24x7 secure environment.

specifications

- Geologically stable region; granite substrate with low risk of environmental impact
- Facility built to California's seismic earthquake standards
- More than 50,000 square feet of raised floor space on two separate floors
- Separate pre-action fire suppression systems for mission-critical equipment
- Smoke and heat detectors connected to a centrally located visual display panel
- Integrated cable management supporting high-bandwidth transport requirements
- Multiple OC-48 SONET rings with high-capacity capability and broad carrier access
- Multiple fiber rings from various local-exchange carriers with carrier access to different vendors

expertise

- 24x7 facility support staff
- Full-time onsite electrical/mechanical staff
- Cable management support staff available 24x7
- Multiple hardware vendor support including HP, EMC, Sun, Dell, and more
- Multiple database vendor support including Oracle®, Microsoft® SQL Server, IBM DB2, and more
- WAN plus local and remote LAN support for all major vendors
- Full-service media management with secure one-hour response offsite media storage

security

- 24x7 site security presence augmented by staffed security control centers
- Strictly enforced HP Global Security Services and Managed Services security guidelines and procedures
- Electronic access-control system with inbound and outbound card readers at all entry doors
- Closed-circuit television (CCTV) recording capabilities (digital and tape) at all entrances and critical areas
- Full-time Atlanta-area manager of security operations aligned with HP Global Security Services organization

conditioned, uninterrupted power

- Utility power service from four separate concrete-encased underground feeders
- Three independent uninterruptible power supply (UPS) systems with approximately 30 minutes of battery backup
- Independent battery room with batteries located in seismic racks
- Four 1825kVA diesel generators with 20,000 gallons of diesel fuel onsite (two-day fuel supply, multi-vendor fuel support)
- Power distribution units from independent UPS sources available for mission-critical equipment
- 24x7 alarms for event and threshold values by the power monitoring system

HVAC temperature-controlled environment

- Primary cooling: three primary 925-ton electrical centrifugal chillers (one redundant)
- Backup cooling: two independent air-cooled chiller plants in separate locations
- Redundant pumps and computer room cooling units in an N+2 design
- 24x7 alarms for event and threshold values by the energy management system

data security and integrity

HP is committed to preserving your information assets' security and integrity through our three-tiered secure-cell architecture. This unique system leverages best-of-breed resources and a shared knowledge base, enabling security managers to isolate, investigate, and repair incidents without affecting any other portions of the network. HP also implements rigorous policies, standards, and practices for systems and network security, including intrusion detection and virus detection services.

hp's extended services

HP provides a full suite of extended services to support your SAP environment, including storage management services, business recovery services, managed Web services (MWS), desktop services, output distribution services, data imaging and archival services, and others.

hp's standardized methodology

HP is committed to ensuring maximum system availability through our Information Technology Service Management (ITSM) system, a customized implementation of Europe's rigorous Information Technology Infrastructure Library (ITIL) standards. ITSM ensures that each incident and procedure is handled with the most efficient, effective course of action and documented in detail to improve the overall knowledge base.

why SAP Hosting solutions "powered by hp"?

With over 100 response and operations centers and more than 65,000 dedicated support professionals in 160 countries around the globe, only HP has the proven experience and capacity to provide infrastructure solutions that deliver the breadth and depth of service required to support your mission-critical business operations.

12

1

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INDOOR - OUTDOOR



for more information

To find out more about HP-SAP Hosting solutions, visit www.hp.com/go/sap/outsourcing or contact Todd Kemmerly, SAP Program Director, HP Managed Services, North America at (770) 795-6283 or todd_kemmerly@hp.com

finance: HP finance plans provide all the benefits of new technology without the risk or cost of ownership. For details, call toll-free 1-888-999-4783.

accessibility: HP is committed to providing products and services that are accessible to people with disabilities. For more information, please visit www.hp.com/accessibility or call 1-888-259-5707.

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