



December 4, 2007

Dear Valued HP Customer:

At HP, customer satisfaction is our primary mission, and we pride ourselves on providing you with the most up-to-date information that affects your business.

Under a separate letter you have been informed that SAP[®], in collaboration with HP, will continue to support all new SAP releases on our HP Integrity HP-UX platform. You also have been informed that SAP will not release any new versions of SAP applications based on the HP 9000 (PA-RISC) platform from January 1, 2009, onwards. Reflecting our successful 17 year partnership, both SAP and HP have aligned our product strategies to provide our joint customers the most efficient and cost-effective roadmap for managing SAP implementations both today and in the future.

We want to reinforce HP's commitment to support our valued HP 9000 customers and to provide a clear and smooth transition path to the value and performance provided by our industry-leading line of HP Integrity servers.

With regard to current and future support for the HP 9000 platform, HP offers continued support that enables you to maintain your current environment on the HP 9000 platform for HP-UX 11i v1 and v2 through December 31, 2013. Support for customers with HP-UX 11i v3 will be provided at least through December 31, 2013, although an end-of-support date has not been determined yet.

These announcements also give us an opportunity to provide you with information on how you can get the most out of your IT investments and optimize business outcomes for your organization. When the time is right for you, we advise transition to HP-UX on HP Integrity servers.

Some of the many benefits you may receive from transitioning to HP Integrity servers:

- As HP delivers data compatibility and a common release of the HP-UX 11i operating environment on both HP 9000 and HP Integrity platforms, the smooth and fast transfer to HP Integrity servers requires no data migration. Transition can often take hours instead of days.
- An infrastructure can take advantage of new SAP functionality—Unicode, SAP NetWeaver[®], Duet[™]—with more computing power and storage capacity to meet higher performance needs and growing data volume for newer SAP versions.
- Unique HP Serviceguard Extension for SAP environments provides stability before, during and after transitioning to the Integrity platform.
- Virtualization technology effectively distributes workloads across servers and storage, relieving stressed resources and maximizing underutilized resources, increases server utilization and provides more efficient operations while reducing your overall IT expense.
- A standards-based architecture, integrated management solutions and comprehensive HP StorageWorks offerings are fully developed to help the user.
- HP offers full service and support for all servers, storage and client devices.





When you actively move to the newest SAP releases as they are available, HP is committed to helping you keep up to date. Our SAP and HP trained consultants and partners have the knowledge and experience of transitioning many SAP environments from HP 9000 to HP Integrity in numerous industries.

With HP Integrity servers as your SAP infrastructure, you will benefit from greater returns on your IT investment and take advantage of the enhanced features and functionality in newer SAP versions, while gaining stability for your environment before, during and after upgrades.

As a valued HP customer, you can count on our support to help you get the most out of your current HP 9000 (PA-RISC) computing infrastructure for your SAP applications and our assistance in transitioning to the versatility, power and performance of HP-UX on HP Integrity servers when the time is right for your organization.

Please feel free to contact us at sap.hp@hp.com or call +49 6227 357 111 (Monday–Friday, 8:00 a.m.–5:00 p.m. CET). Please provide your SAP customer number, installation numbers of the affected SAP systems and the details of a contact person in your company for any future correspondence. We can schedule an appointment to discuss your options and to explain how our skilled teams, unique tools and investment protection programs can help you.

As a valued HP customer, your success is always our first concern. We are proud to partner with SAP and look forward to serving your infrastructure needs now and in the future.

Sincerely,

Martin Fink
Senior Vice President & General Manager Business Critical Systems
Hewlett-Packard Company