



HP and SAP

One-stop solutions for the Adaptive Enterprise

HP and SAP:
enabling
business
agility



In today's tough economic climate, companies in a wide variety of industries are concerned about increasing their return on IT. It is important, but no longer enough, to create a stable, reliable network infrastructure. Business risk—and opportunity—is growing. The boundaries of the enterprise are expanding as employees, business partners, and customers demand access to advanced applications and functionality. Market realities are driving an ever-increasing pace of change and the need for real-time response. In this context, IT must be clearly aligned with business requirements and able to support the agility that drives success and sustains competitive advantage. Enterprises are seeking to do more with less, and IT managers must evaluate how well their operations enable the Adaptive Enterprise.

Partners for 14 years, HP and SAP understand what drives your business and how these drivers intersect with the realities of your IT infrastructure. HP and SAP solutions support the principles of an adaptive enterprise through a step-wise, building-block approach to architecture design and deployment that emphasizes four design principles: simplification, standardization, modularization, and integration.

With more than 33,000 joint installations across all industry sectors, HP and SAP are leaders in collaborative enterprise solutions.

Leveraging HP experience for maximum return

HP's trusted relationship with SAP spans the entire value chain and focuses on delivering superior proof-of-concept solutions faster, at lower cost. We are committed to strengthening your competitive advantage, regardless of whether you are a manufacturer, a financial services enterprise, or a healthcare provider. Our collaborative approach is all about deploying the appropriate applications for your environment—enterprise resource planning (ERP), customer relationship management (CRM), and supplier relationship management (SRM) among a host of others—and then fine-tuning them as well as your network infrastructure for improved performance.

The safe choice

More than half of all SAP implementations run on HP platforms—giving us a wealth of experience and helping achieve feasible, reliable solution designs and project plans. HP has developed a 10-step implementation and upgrade path for SAP solutions that is designed to deliver fast, sustained ROI at every stage of a project. HP and SAP jointly assess and tailor your solution, helping to provide the most trouble-free installation possible. We build flexibility into your environment to facilitate adaptation to changing needs and evolving technology.

Our leadership in technologies and services that support an adaptive enterprise helps ensure a dynamic link between business and IT. We future-proof your IT infrastructure, protecting your investment in systems and processes. Our close collaboration with SAP is designed to enhance the performance of your SAP solutions environment. HP is the safe choice.

The cost-effective solution

A joint HP and SAP solution can help you rationalize business processes and identify areas where you can contain or decrease costs—boosting productivity and competitiveness. HP and SAP share knowledge and best practices to make sure that your projects deliver on cost reduction targets—on schedule and within budget.

HP has invested in developing hardware and software solutions that help you manage your SAP solutions environment cost-effectively regardless of the size of your organization. Delivered by the award-winning HP Services organization, these solutions are designed to help you lower the total cost of ownership of your SAP environment.

HP is also the best choice for SAP IT consolidation, which can significantly increase IT efficiency, enhance utilization, and increase user productivity. We deliver leading virtualization technologies to help achieve better capacity utilization of servers and storage across the data center. Working with HP allows you to control administrative and operating expenditures more effectively by facilitating incremental migrations or upgrades. We help ensure a cost-effective SAP solution implementation, upgrade, operation, and outsourcing.

The powerful combination

HP's collaboration with SAP produces scalable solutions and unprecedented levels of efficiency in key business processes—empowering you to pursue profitable new business models and explore new opportunities. In the process, you will find that you are able to manage business relationships more effectively and make better use of company knowledge assets.

HP and SAP alliance leadership

- Recipient of the SAP "Award of Excellence" since 1995
 - Recipient of the 2002 SAP Pinnacle award for customer satisfaction and support, sales and marketing for SCM
 - Global partnership in premier SCM solutions
 - Global consulting and implementation partners for SAP Enterprise Portal
 - HP has one of the largest SAP competency center networks
 - HP is one of the largest technology partners/customers of SAP
 - Almost half of all new SAP installations are on HP systems
 - 33,000+ SAP installations on HP systems
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SAP NetWeaver and mySAP Business Suite allow you to build an adaptive enterprise in combination with IT infrastructure solutions from HP. HP SAP-specific solutions will empower you with market- and performance-leading server, storage, network, and printing solutions.

HP IT infrastructure and solutions

Adaptive enterprises mobilize the technology necessary to support growth and provide infrastructure security—at the lowest possible TCO. HP offers powerful servers for the operating systems of your choice as well as the consolidation, storage, mobility, and print solutions required for an optimum, end-to-end SAP environment.

An unmatched range of server technology

Regardless of whether you run single or multiple operating systems, HP has a standards-based server solution, including super-scalable, rack-optimized, blade, and tower servers. As co-developer of the Intel® Itanium® architecture, HP provides a wide range of servers based on leading-edge Intel Itanium and Itanium 2 processors.

HP IT infrastructure leadership

- End-to-end solutions including mobile appliances and data centers
 - Market leader in servers worldwide
 - Market leader in enterprise storage
 - Market leader in IT management software
 - Market leader in printing for SAP solutions
 - HP technologies power multiple SAP-internal operations
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SAP has already endorsed our Itanium 2–based solutions. And HP has recently achieved commercial benchmark results on the Itanium 2–based HP Server rx5670.

HP has made a commitment to industry-standard operating systems, including HP-UX, Tru64 UNIX®, Microsoft® Windows®, and Linux. HP Services is the acknowledged leader in deploying, integrating, fine-tuning, and supporting these operating systems.

- **HP-UX** provides power, reliability, and scalability for your business. HP-UX runs on PA-RISC and the Intel Itanium architecture—with more companies using UNIX servers from HP than from any other vendor.
- **Tru64 UNIX** is the premier UNIX operating system for server power and availability on the Alpha architecture.
- **Microsoft Windows** offers excellent price/performance on the Intel Xeon architecture. With the Intel Itanium architecture the strengths of HP, SAP, and Microsoft have combined to deliver compelling 64-bit Windows-based business solutions.
- **Linux** provides the flexibility, reliability, and low TCO sought by many enterprises. HP has an unparalleled understanding of the requirements of open-source software. And HP is one of the founding members of the SAP Linux Lab. HP provided the first development and demo platform for Linux-based SAP R/3 and the first effective deployment. HP has also taken an aggressive lead in promoting and supporting mySAP Business Suite on Linux.

Server performance benchmarks underscore HP leadership. Recently, the Transaction Processing Performance Council (TPC) has ranked HP first through fifth in price/performance for clusters—and first and second in performance for the council's TPC-C Performance benchmark. The HP Server rx5670 has also achieved the leading four-processor result on the two-tier SAP Standard Application Sales and Distribution (SD) Benchmark.

Less is more: consolidation

Managing a fast-changing SAP solutions environment poses a number of challenges, and you may have good reasons to consider consolidating to a smaller number of more powerful servers and storage systems. These reasons include:

- To reduce IT costs
- To reduce complexity
- To improve resource management
- To improve availability . . . with up to 99.999% availability
- To improve mission-critical application performance by up to 80%
- To reduce IT staffing expenses by up to 85%
- To recover your investment in as little as one year

In customizing an approach that meets your needs, HP draws on a range of technologies—analyzing, designing, and implementing to meet your requirements. When implemented in HP StorageWorks, the industry's leading high-end UNIX server—HP Superdome—provides the performance, partitioning, connectivity, and availability required to keep your SAP solutions environment running smoothly well into the future—at a price that makes sense today.

Storage tuned for your requirements

The cornerstone of the HP storage strategy is a storage infrastructure that adapts to business needs. The basic attributes of this storage infrastructure include the control, resilience, and extendability needed for today's dynamic storage environments. SAP applications are driving these attributes to include quality-of-service and performance improvements with special attention to business continuance.

HP provides key storage building blocks that include networked storage, virtualization, automation, data services, open application programming interfaces (APIs), application integration, and active intelligent management. The result is visibility, predictability, and the control that is needed to enhance efficiency and increase manageability of the storage environment.

- **Storage Performance Analysis for SAP Solutions (SPAS)**—a tool that assists IT administrators in increasing the I/O performance of their storage systems. SPAS provides robust functionality, including multihost and device views of the storage landscape and alarms that alert administrators when defined thresholds are met.
- **HP System Copy for SAP Solutions**—automated advanced system replication that quickly and easily creates database and system copies and assists you in sustaining production, test, and development systems. HP System Copy for SAP Solutions requires minimal operator interaction to create database and system copies and increases the effectiveness of SAP experts because it automates many manual tasks, ultimately saving you time and money.

Our focus on improving the availability and integrity of your environment is apparent in our SAP-specific solutions.



HP's certifications by SAP

- Global Technology Partner
- Global Alliance Partner Support
- Global Partner Services
- Global Partner Hosting and Outsourcing
- Global Partner Software

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- **Rapid backup solutions**—an alternative to traditional SAP backup. It benefits SAP customers by using HP StorageWorks Modular Arrays, minimizing the time the application needs to be in backup mode for online backup or the time the application has to be shut down for offline backup.
 - **Disaster-tolerant solutions**—offers a business continuity solution for SAP solutions environments where data integrity and value-added functionality are high priorities. Using the capabilities of the HP StorageWorks Continuous Access EVA v3.0 software, this solution helps maintain application performance based on the distance between two replication sites.

HP mobile solutions—the right choice

HP is the worldwide market leader in notebook PCs and mobile printers as well as a major supplier of innovative personal digital assistants (PDAs). HP mobile solutions offer SAP customers market-leading technology and performance.

HP can reduce your operating costs with PDAs that are specifically designed for mobile sales environments. The HP iPAQ enables your sales force to give multimedia presentations, work on documents and spreadsheets, print documents whenever they want to, and access the SAP Enterprise Portal. Our lightweight notebook PCs allow your users to run SAP applications, such as mySAP CRM, offline.

HP offers a single-sourcing approach that is tailored to the needs of mobile professionals. We can help provide the secure access and efficient management of notebooks and handhelds used by mobile workforces. Our Managed Desktop Services allow you to outsource the management of both desktop and mobile appliances—integrating people, processes, and technology for efficiency, cost savings, and first-class customer care. And HP offers a variety of innovative financing options and value-added services, such as asset management, total cost of ownership advisory services, and lease and buyback options.



HP global market leadership position

- #1 in UNIX, Windows, and Linux servers
 - #1 in enterprise storage
 - #1 in management software
 - #1 in imaging and printing
 - #1 in personal computing
 - #3 in IT services
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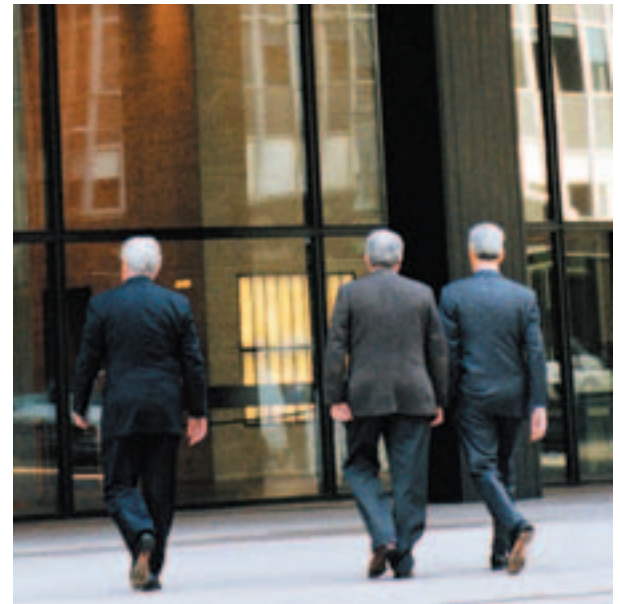
Effective printing solutions for SAP solutions

As a world leader in printing and imaging products and services, HP provides powerful solutions that leverage the close HP and SAP partnership. HP and SAP jointly develop and test integrated applications and infrastructures—for example, output server and mobile wireless printing solutions. SAP develops and tests SAP device types for HP printers, ensuring support for SAP standard print functionality. Because of the market leadership position of HP LaserJet printers, SAP provides sophisticated device types for the LaserJet printer family on the basis of PLC5, PCL6, and PostScript®.

HP JetCAPS printing solutions for SAP solutions complement HP LaserJet printers with powerful functionality, including the printing of bar codes, corporate forms, and symbols from your SAP system. HP JetCAPS offers the following key benefits:

- High document quality through enhancing or working in parallel with SAP's proprietary printing architecture
- Significant cost savings through simplifying print processes and eliminating the need for preprinted forms
- Printer consolidation through eliminating the need for specialty printers
- Improved print performance with proven products that minimize network traffic and deliver high throughput
- Investment protection through the ability to leverage and upgrade existing HP LaserJet printers
- Reliable and secure distribution of business-critical documents
- The ability to produce customized marketing materials on demand by tapping into the power of mySAP CRM or mySAP SRM solutions

Together, HP and SAP provide innovative solutions for enhancing your competitiveness and raising business processes to a new level of productivity and availability.



Software solutions for the Adaptive Enterprise

HP is the global market leader for management software and provides solutions for small to very large SAP installations.

HP OpenView

HP OpenView for mySAP Business Suite is a strategic component in the comprehensive HP offering for high-availability and mission-critical computing environments. It provides a single point of control for globally distributed SAP environments and supports all operating-system platforms HP offers to SAP customers: HP-UX, Windows, Linux, and Tru64 UNIX. The key benefits to SAP customers are significant improvements in business performance and end-user perception of IT services—and a productivity boost for SAP administrators.

HP OpenView includes:

- **HP OpenView Smart Plug-in for SAP Solutions**— offers instant discovery of the entire mySAP Business Suite, including dependencies among systems, instances, and processes. It synchronizes supporting infrastructure to help ensure maximum uptime.
- **HP OpenView Operations for UNIX**—monitors, controls, and reports on the health of the IT environment, improving uptime for all layers of the electronic enterprise, including the network, systems, databases, applications, services, and the Internet.
- **HP OpenView Performance Manager/Monitor/Agent**—provides a powerful, flexible interface for centrally monitoring, analyzing, and forecasting resource utilization for distributed multivendor environments—enabling a cost-effective, optimum level of service.

HP ProLiant Essentials

Designed for use with HP ProLiant servers, these HP systems management solutions help systems administrators solve specific business problems more easily and support a higher level of availability for the ProLiant server environment.

HP ProLiant Essentials automate routine tasks and increase business agility by significantly reducing the time required to perform many administrative tasks.

SAP-specific management tools and services

HP has developed unique tools and services for SAP system administrators. These tools optimize system availability and support worry-free performance of an SAP solutions environment. They allow SAP system managers to isolate and solve SAP-specific problems—and like ProLiant Essentials, they are designed to increase the productivity of system administrators.

HP offers a complete lifecycle of services to help you assess, design, integrate, and manage your SAP solutions environment.

Services that add value

Our proven project management methodology is based on industry and SAP-specific best practices and more than 25 years of experience in implementing high-technology environments in a wide range of industries.

Consulting and integration services

HP and its global partners offer world-class consulting and integration services that help you to maximize your return on current and future SAP investments and to lower your total cost of ownership. At your option, we begin our work with you by assessing your environment and its ability to support business agility. We look at your infrastructure in terms of three key agility metrics: the length of time it takes to implement, react to, or promote change; the ease of making changes; and the breadth of change your enterprise is capable of.

These consulting and integration services can:

- Build an IT infrastructure that enables increased business agility
- Assist you in upgrading your SAP solutions environment
- Help you migrate to new hardware platforms, databases, or operating systems
- Consolidate databases, hardware, infrastructure, and instances of SAP applications to reduce TCO
- Integrate SAP solutions with other applications and partner systems for increased efficiency and collaboration
- Provide offshore development, along with an onsite HP team, to reduce costs and lead time
- Establish SAP IT management and improve data center processes

Customer support services

After your SAP solution is up and running, you can rely on HP Services for the specialized support you may need to keep it running smoothly and to help you achieve the highest-level performance your IT infrastructure supports.

HP Services can proactively support you in achieving the service levels that IT and business management have agreed upon. Our goal is an environment where problems do not occur. However, if they do, you can rely upon HP to solve them quickly. Closely connected to SAP, HP operates a sophisticated offshore facility dedicated to resolving SAP deployment and support issues. This facility offers 24 x 7 response while also lowering operating costs. SAP and HP have established an electronic real-time connection to each other's knowledge databases, and HP has experts co-located at SAP offices to help support an end-to-end collaborative process. In recognition of HP support skills, SAP presented HP with the Pinnacle Award for customer satisfaction.

Joint HP and SAP solution assessments: HP and SAP provide industry-unique, joint solution assessments for customers who want expert consultation on their overall SAP solutions environment and business needs. In one set of meetings, you receive a comprehensive analysis of your infrastructure business processes—and benefit from the expertise of both companies simultaneously.

High availability in a complex environment: Your enterprise's core business processes rely on the stability and performance of your SAP solutions environment. As your application infrastructure becomes more complex, it becomes increasingly important for you to efficiently manage upgrades and migrations, infrastructure consolidation, and other logistically complicated tasks.

HP Services leadership

- Complementary services cover all aspects of mySAP Business Suite implementation
 - A market leader in SAP R/3 outsourcing services
 - Leading solutions for all degrees of system availability required
 - Rated #1 in customer support, outsourcing, and responsiveness for mission-critical SAP solutions environments by Gartner
 - More than 100 response and operating centers and 65,000 dedicated services and support professionals worldwide
 - Clear leader in SAP R/3 operations and support
 - HP manages business-critical parts of SAP's internal IT
 - SAP selected HP to provide and manage its hosting infrastructures in the Americas
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HP can provide powerful approaches to achieving system availability, including:

- HP Serviceguard Extension for SAP—continuous monitoring of SAP R/3 running on HP-UX platforms with automatic response to failures or threshold violations
- HP Cluster Consistency Service—diagnosis of potential problems in cluster configurations before they cause application loss
- HP Change Alert Service—monitoring and tracking of configuration changes to minimize change-related system failures

Enhanced support: HP provides several levels of support for SAP solutions environments. Proactive 24 is an entry-level service that offers proactive and reactive monitoring. Critical Service complements Proactive 24 with immediate access to senior, second-level engineers who are certified in SAP Basis and are HP hardware and software experts. At the highest level, the Mission Critical Partnership offers custom support, including no single point of failure, management services during system changes, and Information Technology Infrastructure Library (ITIL) best practices.

Outsourcing and hosting: If you prefer not to operate your SAP solutions environment, HP can provide a single point of accountability and a cost-effective alternative to relying on your staff. HP can manage all or part of your SAP solutions environment in-house, working with you to develop a flexible, customized service-level agreement (SLA) that meets your system uptime criteria. When security, financial, and other considerations dictate that you locate your SAP solutions environment remotely, HP can manage your applications infrastructure in one of our secure, 24 x 7 data centers worldwide. Deploying your SAP solution in a hosted setting can lower your upfront

costs by allowing you to expense your operating costs on a monthly basis. HP has been a leader in operations management for SAP solutions for over a decade, managing more than 150 customers worldwide and over 200,000 named SAP users.

Winning with HP

HP and SAP provide high-quality solutions and a high degree of customer responsiveness because we understand that technology is not an end in itself. Together, we know that technology exists to address the concerns of business. We know that technology can help you respond to your customers faster. We understand that technology enables the extended enterprise to exist on a scale that was unprecedented as little as 10 years ago. HP and SAP work seamlessly together to provide optimal results for your enterprise because we approach business concepts and technology the same way.

When you work with HP in deploying and managing your SAP solutions environment, you can demand more—more accountability, more agility, and a better return on IT.

For more information

To learn more about how HP can integrate a new or upgraded SAP solution into your enterprise, visit www.hp.com/go/sap.



To learn more, visit www.hp.com.

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