

SAP HANA Enterprise Cloud

This document provides answers to some of the most frequently asked questions about SAP HANA Enterprise Cloud.

With a foundation of 40+ years of innovation with best-in-class business applications, enabling end-to-end business processes across all industries, SAP has yet again introduced a new innovation: providing the ability to run SAP HANA – and solutions powered by it – in an enterprise-class cloud.

SAP HANA Enterprise Cloud is the next step in our SAP HANA journey together, continuing to help customers as they innovate without disruption, in the cloud, with full support from SAP and the partner ecosystem. SAP delivers on the promise of adding value to our customers and supporting accelerated adoption of SAP HANA solutions. This document answers many questions that may arise as this announcement reaches our customers, partners, and colleagues. It also contains key information about how to stay current and learn more as additional information is shared.

OVERVIEW

Q: What is the SAP HANA Enterprise Cloud?

The SAP HANA Enterprise Cloud offering is a managed cloud offering providing an elastic cloud infrastructure combined with a well-defined list of managed services. Customers can now run their SAP HANA applications, including SAP® Business Suite powered by SAP HANA and SAP NetWeaver® Business Warehouse powered by SAP HANA, in a managed cloud environment. It delivers the power of real-time in-memory technology with cloud simplicity.

SAP HANA Enterprise Cloud is a fully scalable, enterprise-ready, mission-critical, secure, and high availability cloud offering with a fully managed services approach. The company's flagship SAP HANA platform is at the heart of this offering. Customers will be able to accelerate their innovation cycles by relying on SAP and certified SAP HANA Enterprise Cloud partners.

Q: How many years of experience does SAP have running enterprise-scale SAP HANA installations in the cloud?

With the launch of SAP HANA, SAP immediately invested in a petabyte-size cloud infrastructure supporting cloud-based proofs-of-concept (POCs) as well as entire customer SAP systems in the cloud. In addition to the infrastructure, which is the world's largest cluster of in-memory servers, SAP is innovating with deployment flexibility and managed services to assess, onboard, and run customer deployments with high performance.

Q: Why has SAP launched SAP HANA Enterprise Cloud?

SAP is committed to establishing SAP HANA as the modern data platform in the market. Our intent is to help accelerate adoption of SAP HANA through an open ecosystem strategy. The SAP HANA Enterprise Cloud offering will help customers reduce the lead time and distractions typically encountered when waiting for hardware, hiring specialized skills for migrations and operations, and building solid deployment plans.

Q: I have heard about SAP HANA One in the cloud. Is this the same as SAP HANA Enterprise Cloud?

No, SAP HANA One is a database-as-a-service in the cloud. It is a fully featured, small instance of the SAP HANA platform in the public cloud, available for productive and commercial use. It provides 60.5 GB of memory and is an ideal data platform supporting cloud-based ad hoc business intelligence (BI) or other applications that are designed to run in the cloud.

The primary purpose of SAP HANA One running on Amazon Web Services is to provide a turnkey way for developers to inexpensively run use cases of SAP HANA. SAP HANA Enterprise Cloud, on the other hand, does not have these limitations and provides more technologies to extend and integrate solutions.

The SAP HANA One offering has community support only. The SAP HANA One Premium offering includes SAP HANA One plus SAP Enterprise Support and a cloud-based tool to transform and load data into SAP HANA. SAP HANA Enterprise Cloud comes with SAP Standard Support or SAP Enterprise Support and additional managed services to smoothly run your landscape.

Q: Are any SAP HANA applications being offered alongside SAP HANA Enterprise Cloud?

The focus of SAP HANA Enterprise Cloud is SAP Business Suite and SAP NetWeaver Business Warehouse (SAP NetWeaver BW) powered by SAP HANA, use of SAP HANA to accelerate key business processes in a side-by-side configuration, and use of SAP HANA as a platform for data marts.

Over time, more SAP and partner solutions will be running on SAP HANA Enterprise Cloud or will be partner-managed offerings leveraging the cloud platform capabilities of SAP HANA Enterprise Cloud. All applications on SAP HANA Enterprise Cloud will run primarily on SAP HANA. Other databases running in conjunction with SAP HANA are welcome.

Q: Can I use SAP Consulting for SAP HANA Enterprise Cloud?

Yes. SAP Consulting or any certified SAP HANA Enterprise Cloud partner can help customers with many different types of services, including assessment and migration of customers' applications and data to SAP HANA Enterprise Cloud. A customer can have SAP Consulting build applications on SAP HANA through a separate contract, just as they can with any external consulting company.

Q: Can I use any system integrator for an SAP HANA Enterprise Cloud implementation?

Yes. Any system integrator can do the implementation.

Q: How does this relate to other SAP cloud offerings, Ariba, and Crossgate offerings?

Cloud solutions from SAP come in different categories. SAP HANA Enterprise Cloud is for running mission-critical applications such as SAP Business Suite in a dedicated way for enterprise customers. We also have line-of-business cloud applications that are multi-tenant, a cloud business network with Ariba (including Crossgate), and cloud-based social collaboration with SAP Jam. Each of these provides solutions to different business challenges.

Q: How can I get started?

The best way to obtain more information is to visit www.saphana.com/enterprisecloud. You can get started today by contacting your SAP account representative or certified SAP HANA Enterprise Cloud partner.

Q: Is SAP getting back into the hosting business? A few years back SAP said that hosting was a partner's domain and many invested in that business.

SAP HANA Enterprise Cloud is a managed cloud offering providing elastic cloud infrastructure combined with a well-defined list of managed services, not a generic hosting offering. It is an offering that gives enterprise customers an option to accelerate their SAP HANA, SAP Business Suite, and SAP NetWeaver BW powered by SAP HANA deployments as well as other solutions. Certified partners are encouraged to provide their own SAP HANA-based offerings to customers.

Q: How does SAP HANA Enterprise Cloud relate to our offering called SAP HANA Cloud Platform?

SAP HANA Cloud Platform, announced at SAP TechEd in 2012, is a component of the SAP HANA Enterprise Cloud.

Q: What applications are being offered today in the SAP HANA Enterprise Cloud?

SAP HANA as database, SAP Business Suite (in particular SAP ERP and SAP CRM powered by SAP HANA), SAP NetWeaver BW powered by SAP HANA, and custom SAP HANA applications are supported in SAP HANA Enterprise Cloud.

Q: Is there a country or region limitation?

There are no limitations beyond local regulations that your company must adhere to. We currently have data centers in North America and Europe only with Asia Pacific Japan (APJ) to be available in 2014.

Q: How many data centers will there be around the world? Where will they be?

SAP has begun initial operations with four data centers: two in the United States and two in Europe. Expansion in the Asia Pacific Japan (APJ) region will be conducted in 2014. Additionally, we plan to quickly expand the number of data centers as our certified partner ecosystem scales. SAP will certainly share more details because we understand that our customers will want or need more details. This will be done on a case-by-case basis depending on the customer need.

Q: Can any other databases be used in SAP HANA Enterprise Cloud?	The focus of SAP HANA Enterprise Cloud is SAP HANA as database. SAP Sybase® Adaptive Server® Enterprise (SAP Sybase ASE) may be required for certain scenarios (the same as with SAP HANA Cloud). SAP NetWeaver BW customers may need SAP Sybase IQ for near-line storage. Customers with at least one SAP HANA component will be considered, and decisions will be made on a case-by-case basis.
Q: Will productive instances be dedicated?	Yes, customer productive systems are dedicated.
Q: Is this a public or private cloud?	SAP HANA Enterprise Cloud is a virtual private cloud with single tenancy infrastructure. It's not public, as it is for dedicated applications and customers. It's virtual, as it is not within customer data centers. We recommend using enterprise cloud.
Q: If SAP is providing SAP Business Suite powered by SAP HANA in an enterprise cloud, does this mean SAP is no longer focused on SAP Business ByDesign?	SAP Business ByDesign addresses a different market segment. SAP HANA Enterprise Cloud is focused on large enterprise customers with mission-critical needs.
Q: What type of customer targets (size, LOB, industry) is SAP HANA Enterprise Cloud aimed at? How can we position SAP HANA Enterprise Cloud and SAP HANA on premise side-by-side?	SAP HANA Enterprise Cloud is targeted to enterprise customers across all industries. SAP HANA on premise and SAP HANA Enterprise Cloud are about choice. Hybrid scenarios allow customers to choose both the timing and extent of cloud deployment.
Q: What is SAP's experience in running data centers?	SAP has more than 40 years of experience in provisioning and support for mission-critical systems. SAP, combined with SuccessFactors and Ariba, operates data centers in seven major locations around the world. To date we have run more than 600 SAP HANA instances for training, internal use, development, and customers. This experience, combined with the power of our ecosystem, is an unbeatable combination.
Q: Does SAP HANA Enterprise Cloud run in the public cloud?	No, SAP HANA Enterprise Cloud is an enterprise class cloud that is accessible only for subscribers and that offers isolated tenancy. It leverages virtual private cloud technology to connect the customer's own data center with the data center in SAP HANA Enterprise Cloud.
Q: Are customers required to upgrade at a set time interval?	Customers' systems are isolated tenants and will not be affected by any global changes or upgrades. Additionally, customers will retain control over the application of patch or upgrade releases. Once a customer decides to upgrade, it can rely on the skill and experience of a managed services team that has already driven and assisted with upgrades for other SAP HANA Enterprise Cloud customers.
Q: What is SAP's position on SAP HANA Enterprise Cloud in the cloud vs. SAP HANA on premise?	Our position is open in that we want to provide more options to customers in terms to cost, time to value, and flexibility to choose either cloud, on-premise, or hybrid deployments.

Q: Will SAP HANA Enterprise Cloud be used exclusively for applications that run on SAP HANA or will other databases be supported?

While applications that run on SAP HANA are the primary focus on this cloud offering, other databases (for example, SAP Sybase IQ or SAP Sybase ASE) are welcome if there is a strong connection to SAP HANA (for example, the SAP HANA-SAP Sybase IQ connection for nearline storage in SAP NetWeaver BW use cases).

Q: Can a customer use SAP HANA Enterprise Cloud for development and test systems only?

Yes. This is part of our vision of a hybrid deployment model and freedom of choice. The hybrid model is especially good for development and testing, is a great starting point, and provides the best of both worlds.

Q: Is there a managed services component in SAP HANA Enterprise Cloud?

Yes, managed services are a key part of the SAP HANA Enterprise Cloud offering. They consist of a portfolio of services to run application management, infrastructure hosting, and cloud functions as a subscription-based service, in addition to a one-time fee for migrating customers to the platform. Managed services activities include but are not limited to:

SAP HANA Database Management

- Perform database and client upgrades.
- Perform database backups.
- Restore or recover the database.
- Monitor database free space.
- Analyze and resolve database failures.

Event Detection and Notifications

Application-Specific Services

- Installation of technical SAP Business Suite powered by SAP HANA components, SAP NetWeaver Business Warehouse running on SAP HANA, and data marts on SAP HANA for net new installs.

Performance Monitoring / SAP EarlyWatch® Alert

- Monitor disk capacity.
- Provide trend analysis as input to capacity forecasting – monthly.
- Analyze SAP system log and fix failures working with customer team.

System Startup and Shutdown

Operating System

- Work with vendor to resolve operating system issues.
- Monitor memory load.
- Apply patches to the operating system.

TECHNICAL

Q: Will SAP support be offered for the solution?

Yes. SAP Enterprise Support or SAP Standard Support is required for the SAP HANA license running in the SAP HANA Enterprise Cloud. Additional support services are provided within the services framework previously described.

Q: How do I gain access to SAP HANA Enterprise Cloud?

SAP HANA Enterprise Cloud is available through an end-to-end managed service offering (plan, build, run).

Q: What license do I need for SAP HANA Enterprise Cloud?

You will need a full SAP HANA license based on your volume requirements. This is a bring-your-own-license (BYOL) offering. Use your SAP HANA and application licenses on premise or in the cloud.

Q: Can I deploy any SAP HANA application using this offering?

Technically speaking, any SAP HANA application can be deployed to SAP HANA Enterprise Cloud. However, the focus of the service and infrastructure is on SAP ERP, SAP CRM, and SAP NetWeaver BW on SAP HANA, and other custom SAP HANA-based applications.

Q: What are the service level agreements for SAP HANA Enterprise Cloud?

SAP is responsible for providing the overall service availability inside the SAP HANA Enterprise Cloud and not just for a single service or product as part of the overall contracted SAP Cloud service. We cover the infrastructure, the application, the operating system, and the in-memory SAP HANA database.

SAP offers:

- 99.5% solution availability for all production systems.
 - Data storage and data backup retention period of 1 month for production with 100% of data backed up.
 - 24 x 7 support for very high priority (Priority 1) and high priority (Priority 2) issues.
 - 100% data center availability with 100% power availability.
 - Monthly reporting.
 - Agreed to maintenance windows for patching, updates, and project work.
 - Incident reports, analysis, planning, and remediation coordination.
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Q: In case of hardware failure, what should the customer do? Who is responsible for handling hardware failure – the customer or SAP?

SAP is completely responsible for the infrastructure (hardware, software) in SAP HANA Enterprise Cloud. We are responsible for backup, failover, and high availability, if selected.

Q: How secure is the SAP HANA Enterprise Cloud?

SAP provides for enterprise-grade, industry-standard security. SAP HANA Enterprise Cloud data centers offer enterprise-class security, with enterprise-class protection including data encryption, network encryption, firewalling, network isolation, and intrusion detection. Additionally, we have high availability and disaster recovery capabilities as part of our managed services offering.

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Q: Can I integrate my on-premise applications with applications in SAP HANA Enterprise Cloud?

Integration within hybrid scenarios keeps all interface and data mappings intact. Nevertheless, certain connectivity parameters may need to be adjusted for such a hybrid integration scenario.

An effort estimate for these integration scenarios is part of any assessment service.

Q: Will SAP HANA Enterprise Cloud comply with industry standards and common data center best practices?

Yes. SAP HANA Enterprise Cloud complies with cloud standards and best practices. The certification framework in place includes ISO9001 quality management, ISO27001 security and ISAE3402 for our internal operations and cloud operations. We expect to have ISAE3402, SOC II by the end of 2013. Additionally, SAP undergoes additional tests, such as external penetration testing, through external audits.

COMMERCIAL TERMS

Q: Is the SAP HANA license transferable to an on-premise environment?

SAP HANA Enterprise Cloud follows the bring your own license (BYOL) model. Licenses can be flexibly transferred from on premise to cloud and vice versa.

Q: Will this offering be available globally?

Yes. The solution is available for access globally. Initial data centers are in the United States and Europe with Asia Pacific Japan (APJ) expected in 2014.

