

Dell EMC Service Description

Software Integration Service for SAP HANA Scale-up Database

Introduction

Dell EMC Services and SAP™ have coordinated closely and Dell EMC is pleased to offer the Software Integration Service for the SAP HANA Scale-up Database in a single system configuration (the “Service(s)”) in accordance with this Service Description (“Service Description”). This service is for the installation of SAP’s High Performance Analytical Appliance (“HANA”) in-memory database (non-HA/DR configuration), a multi-purpose, data source-agnostic, in-memory appliance software on a HANA Dell EMC Ready Node or other recommended Dell EMC hardware, and delivered by Dell Global Services. This service provides for the implementation of a single SAP HANA database on a single physical system or up to three instances in a virtual solution.

The customer’s (“You,” “Your,” or “Customer”) quote, order form or other mutually-agreed upon form of invoice or order acknowledgment (as applicable, the “Order Form”) will include the name of the service(s) and available service options that you purchased. For additional assistance or to request a copy of your service contract(s), contact your sales representative.

The Scope of This Service

The Service is designed to rapidly integrate the Dell EMC Ready Node for SAP HANA Scale-up (the “Platform”) into your environment to enable your solution and your staff to move quickly to full production.

This Service includes the following, as applicable to the specific (**physical or virtual**) solution:

- **Project Management:** Project management integrated approach covering all aspects of the program.
- **Software integration planning:** Planning session with technology experts to provide a deployment plan.
- **Integration:** Implementation, configuration and integration of deployment plan and operational validation of SAP HANA Scale-up Ready Node
 - Limited to one (1) SAP HANA In-Memory Database for the physical solution and up to three (3) SAP HANA In-Memory Databases for the virtual solution
- **Knowledge Transfer:** Knowledge transfer on the new solution throughout the engagement as well conduct a product orientation session.
- **Conclusion and Documentation:** At the conclusion of this Service, Dell will conduct a review of the project documentation.

Objectives

The objective of this Service is to enable a functioning Platform with integration and configuration activities that will end with a system that is ready to roll into production, as well as knowledge transfer for managing and monitoring the Platform.

This Service is dependent on the completion of the factory integration services performed at our Merge Center (or Software Distribution Services when the factory integration services are not available) purchased separately.

This service is also dependent on the completion of the hardware deployment using Dell EMC Basic or the ProDeploy Suite of services purchased separately. Completion of the activities detailed below will constitute Services completion.

The Key Service Steps

Project Initiation

A Dell EMC Services Project Manager will contact Customer prior to the delivery of Services to:

- Review the site environmental and technical readiness requirements
- Review and confirm Platform readiness and installation dates and highlight dependencies on product ship dates to meet the planned installation schedule
- Deliver the SAP HANA Scale-up survey questionnaire to the Customer in advance of a planning session
- Confirm time and date for planning session
- Upon receipt of the returned survey, Dell EMC Services will schedule the planning session

Software Integration Planning Session

Dell EMC Services will conduct a remote planning session with the Customer's key business stakeholders, core technical teams, and subject matter experts). This session is designed to discover how to integrate the Platform with the current environment. The output of this session is a high level design and project plan in electronic format.

During the session Dell EMC Services will review the following integration parameters and considerations:

- The returned survey questionnaire and ensure all fields are documented and accurate
- Verify that the existing and new equipment meets the minimum hardware and software requirements, as applicable
- Define/confirm that the configuration meets the minimum hardware and software requirements for the environment
- Review Customer physical infrastructure and logical networking layouts
- Create a valid plan based on the Customer's hardware and software configuration:
 - Define/confirm the customer network requirements:
 - IP address available for the server management network
 - IP address for the HANA Virtual Machines, as applicable
 - Network switch ports
 - Determine version of current vCenter Server if applicable
 - Define/confirm that the configuration meets the minimum hardware and software requirements for the environment
 - SAP server names, SAP SID and instance numbers and account passwords
 - Ensure all fields in the survey questionnaire are documented
- HANA Virtual Machine allocation:
 - Outline detailed information about HANA Virtual Machines that will be deployed, to include the Virtual Machine sizing
- Confirm customer has the required software licenses

- Upon completion of the planning session, integration activities can be scheduled

Integration

During this phase, Dell EMC Services will perform the following tasks:

Tasks for physical implementations (pure SUSE or Red Hat Linux platforms):

- Configure IP addresses on HANA appliance and connect to customer network
- Configure the HANA database:
 - Configure the Linux operating system
 - Configure the SAP HANA In-Memory Database
 - Configure the SAP HANA security access for three administrators including root, operating system level, and database user

Tasks for virtualized environment implementations

- Configure IP addresses on HANA appliance and connect to customer network
- Connect ESXi host to customer existing vCenter Server as applicable
- Configure the HANA Virtual Machine
- Configure virtual networking for the ESXi host and the HANA Virtual Machine
- Resize and reconfigure HANA Virtual Machine per customer requirements, as outlined in the planning document
- Configure the HANA database:
 - Configure the Linux operating system
 - Configure the SAP HANA In-Memory Database
 - Configure the SAP HANA security access for three administrators including root, operating system level, and database user
- Work with customer as needed to connect the new systems to existing HANA Studio as applicable
- Apply customer supplied licenses via HANA Studio if available

Knowledge Transfer

Throughout the engagement Dell EMC Services will provide knowledge transfer while activities are being performed as well as during review session. During this phase:

- Conduct a brief product orientation session
- Review the documentation

Project Conclusion

During this final phase, Dell EMC Services will provide deliverables and review activities performed for Customer under this Service Description.

- Provide documentation to reflect the Services performed
 - The scripts and Service deliverable materials are in English unless noted otherwise
- Provide Customer URL or electronic copies of Product Documentation as applicable
- Provide details to reach Dell Technical Support
- Obtain Customer acknowledgment of the Services performed

Exclusions

For the avoidance of doubt, the following activities are not included in the scope of this Service Description:

- Any services, tasks or activities other than those specifically noted in this Service Description.
- Deployment of the SAP HANA Ready node hardware components including racking, stacking and cabling of the server(s).
- Upgrade of existing environment to support the new solution
- Installation of OS patches or updates to major build releases; Dell EMC will only install major build versions of the OS
- Configuration or troubleshooting of any networking / VLAN issues on customer network
- Any Ethernet activities other than that specified in this Service Description
- Routing of any cables external to the rack.
- Performance tuning or benchmarking of the network.
- De-installation or re-installation of product(s) or application(s).
- Configuration of existing Ethernet infrastructure.
- Configuration of any type of Ethernet security.
- Configuration of SAP HANA high availability (HA) or disaster recovery (DR) implementations
- Software integration of the SAP HANA Scale-Out Ready Bundle
- Software integration of the SAP HANA Edge Ready Node, Bundle or System
- Software integration of the SAP HANA TDI Ready Bundle or Ready System
- Configuring of any OS beyond what is stated in this Service Description
- Product training – must be purchased separately
- Product orientation session does not replace Dell EMC education courses. For further information, Dell EMC educational and consulting services are available for more specific product training as well as customized learning specific to needs or requirements.
- The Service does not include the development of any intellectual property created solely and specifically for the Customer.
- Any activities other than those specifically noted in this Service Description

This Service Description does not confer on Customer any warranties which are in addition to the warranties provided under the terms of your master services agreement or Agreement, as defined below, as applicable.

Offer-Specific Customer Responsibilities

- Customer environment must be operational prior to Dell EMC's arrival on-site to perform the first project phase. Additional services may be added to include these. In support of this requirement, Customer will:
 - a. Review and return the completed Dell EMC SAP HANA survey during the planning phase
 - b. Provide network access and required credentials to existing Active Directory Domain Services (AD DS), Domain Name System (DNS), and Network Time Protocol (NTP) services as needed during deployment
 - c. Provide all applicable licenses for Operating Systems and applications, as applicable
 - d. Load any patches or updates that may have been released subsequently after this Service is complete
- Customer is required to have a current SAP HANA support contract for the SAP HANA software, and a current Dell EMC support contract on the hardware components of the solution.
- Customer will indicate to Dell EMC Services in writing a person to be the single point of contact, according to the deployment plan, to ensure that all tasks can be completed within the specified time period. All Services communications will be addressed to such point of contact (the "Customer Contact"). Failure to do so might result in an increase in project hours and/or length in schedule.
- Customer Contact will have the authority to act for Customer in all aspects of the Service including bringing issues to the attention of the appropriate persons within Customer's organization and resolving conflicting requirements

- Customer will provide technical points-of-contact, who have a working knowledge of the enterprise components to be considered during the Services (“Technical Contacts”). Dell may request that meetings be scheduled with Technical Contacts.
- Customer Contact will obtain and provide project requirements, information, data, decisions and approvals within one working day of the request, unless both parties agree to a different response time.
- Customer Contact will ensure the Services personnel have reasonable and safe access to the Project site, a safe working environment, adequate office space, and parking as required.
- Customer is responsible for providing all hardware, software, internet access, and facilities for the successful completion of the Services. Facilities and power must meet Dell EMC’s requirements for the products and Services purchased.
- Customer is responsible for any and all software licensing requirements. Unless otherwise directed by Customer in writing, during the installation process, Dell EMC Services will “accept” on Customer’s behalf any and all electronic agreements provided with the installed hardware and/or software, including without limitation licenses, terms of sale, and other terms and conditions. Customer agrees that its purchase, license, and/or use of any hardware or software installed by Dell EMC Services shall be subject to and governed by such electronic agreements to the same degree as if Customer had itself accepted the electronic agreements.

General Customer Responsibilities

Authority to Grant Access. Customer represents and warrants that it has obtained permission for both Customer and Dell EMC Services to access and use, whether remotely or in-person, Customer-owned or licensed software, hardware, systems, the data located thereon and all hardware and software components included therein, for the purpose of providing these Services. If Customer does not already have that permission, it is Customer's responsibility to obtain it, at Customer's expense, before Customer asks Dell EMC Services to perform these Services.

Non-solicitation. Where allowed by law, Customer will not, without Dell EMC Services’ prior written consent, for a period of two years from the date listed on your Order Form, directly or indirectly solicit for employment any Dell EMC Services employee with whom you have come in contact in connection with Dell EMC Services’ performance of the Service; provided, however, that general advertisements and other similarly broad forms of solicitation will not constitute direct or indirect solicitation hereunder and you are permitted to solicit for employment any employee that has been terminated or has resigned his or her employment with Dell EMC Services prior to the commencement of employment discussions with you.

Customer Cooperation. Customer understands that without prompt and adequate cooperation, Dell EMC Services will not be able to perform the Service or, if performed, the Service may be materially altered or delayed. Accordingly, Customer will promptly and reasonably provide Dell EMC Services with all cooperation necessary for Dell EMC Services to perform the Service. If Customer does not provide reasonably adequate cooperation in accordance with the foregoing, Dell EMC Services will not be responsible for any failure to perform the Service and Customer will not be entitled to a refund.

On-site Obligations. Where Services require on-site performance, Customer will provide (at no cost to Dell EMC Services) free, safe and sufficient access to Customer's facilities and environment, including ample working space, electricity, safety equipment (if applicable) and a local telephone line. A monitor or display, a mouse (or pointing device), and a keyboard must also be provided (at no cost to Dell EMC Services), if the system does not already include these items.

Data Backup. Customer will complete a backup of all existing data, software and programs on all affected systems prior to and during the delivery of this Service. Customer should make regular backup copies of the data stored on all affected systems as a precaution against possible failures, alterations, or loss of data. Dell EMC Services will not be responsible for the restoration or reinstallation of any programs or data.

The following limitation of liability provisions do not apply in Germany, Austria, Switzerland and France, where the limitation of liability provisions as set out in the Agreement will apply. Further to the limitation of liability provisions as set out in the Agreement, the liability for loss of data is further limited to the costs of reinstalling the backup in these countries.

Unless otherwise required by applicable local laws, DELL EMC SERVICES WILL HAVE NO LIABILITY FOR:

- ANY OF YOUR CONFIDENTIAL, PROPRIETARY OR PERSONAL INFORMATION;
- LOST OR CORRUPTED DATA, PROGRAMS OR SOFTWARE;
- DAMAGED OR LOST REMOVABLE MEDIA;
- THE LOSS OF USE OF A SYSTEM OR NETWORK; AND/OR
- FOR ANY ACTS OR OMISSIONS, INCLUDING NEGLIGENCE, BY DELL EMC SERVICES OR A THIRD-PARTY SERVICE PROVIDER.

Third Party Warranties. These Services may require Dell EMC Services to access hardware or software that is not manufactured by Dell EMC Services. Some manufacturers' warranties may become void if Dell EMC Services or anyone else other than the manufacturer works on the hardware or software. Customer will ensure that Dell EMC Services' performance of Services will not affect such warranties or, if it does, that the effect will be acceptable to Customer. Dell EMC Services does not take responsibility for third party warranties or for any effect that the Services may have on those warranties.

Service Hours. Subject to local law relating to weekly work hours, unless otherwise listed below, this Service will be performed Monday through Friday during normal Dell EMC Services business hours, which is from 8:00 AM to 6:00 PM Customer local time:

Country	Normal Dell EMC Services Business Hours
St. Kitts, St. Lucia, St. Vincent, Trinidad, Virgin Islands, Rest of English speaking Caribbean	Monday thru Friday from 7:00 AM to 4:00 PM
Barbados, Bahamas, Belize, Costa Rica, Denmark, El Salvador, Finland, Grand Cayman, Guatemala, Honduras, Jamaica, Norway, Panama, Puerto Rico, Rep. Dominicana, Suriname, Sweden, Turks and Caicos	Monday thru Friday from 8:00 AM to 5:00 PM
Australia, Bermuda, China, Haiti, Hong Kong, Japan, Korea, Malaysia, Netherland Antilles, New Zealand, Singapore, Taiwan, Thailand	Monday thru Friday from 9:00 AM to 5:00 PM
Argentina, France, India, Paraguay, Uruguay	Monday thru Friday from 9:00 AM to 6:00 PM
Bolivia, Chile	Monday thru Friday from 9:00 AM to 7:00 PM
Middle East	Sunday thru Thursday from 8:00 AM to 6:00 PM

No Service activities will take place outside normal business hours or during local holidays unless other arrangements have been made in advance in writing.

Dell EMC Services Services Terms & Conditions

This Service Description is entered between you, the customer (“you” or “Customer”), and the Dell EMC Services entity identified on your invoice for the purchase of this Service. This Service is provided subject to and governed by Customer’s separate signed master services agreement with Dell EMC Services that explicitly authorizes the sale of this Service. In the absence of such agreement, depending on Customer’s location, this Service is provided subject to and governed by either Dell EMC Services’ Commercial Terms of Sale or a separately negotiated agreement that specifically references these services (as applicable, the “Agreement”). Please see the table below which lists the URL applicable to your Customer location where your Agreement can be located. The parties acknowledge having read and agree to be bound by such online terms.

Customer Location	Terms & Conditions Applicable to Your Purchase of Dell EMC Services Services	
	Customers Purchasing Dell EMC Services Directly From Dell EMC Services	Customers Purchasing Dell EMC Services Through an Authorized Dell EMC Services Reseller
United States	Dell.com/CTS	Dell.com/CTS
Canada	Dell.ca/terms (English) Dell.ca/conditions (French-Canadian)	Dell.ca/terms (English) Dell.ca/conditions (French-Canadian)
Latin America & Caribbean Countries	Local Dell.com country-specific website or Dell.com/servicesdescriptions/global .*	Service Descriptions and other Dell EMC Services service documents which you may receive from your seller shall not constitute an agreement between you and Dell EMC Services but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence hereof any reference to “Customer” in this Service Description and in any other Dell EMC Services service document shall in this context be understood as a reference to you whereas any reference to Dell EMC Services shall only be understood as a reference to Dell EMC Services as a service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with Dell EMC Services with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and your seller.
Asia-Pacific-Japan	Local Dell.com country-specific website or Dell.com/servicesdescriptions/global .*	Service Descriptions and other Dell EMC Services service documents which you may receive from your seller shall not constitute an agreement between you and Dell EMC Services but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence hereof any reference to “Customer” in this Service Description and in any other Dell EMC Services service document shall in this context be understood as a reference to you whereas any reference to Dell EMC Services shall only be understood as a reference to Dell EMC Services as a service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with Dell EMC Services with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and your seller.

<p>Europe, Middle East, & Africa</p>	<p>Local Dell.com country-specific website or Dell.com/servicedescriptions/global.*</p> <p>In addition, customers located in France, Germany and the UK can select the applicable URL below:</p> <p>France: Dell.fr/ConditionsGeneralesdeVente</p> <p>Germany: Dell.de/Geschaeftsbedingungen</p> <p>UK: Dell.co.uk/terms</p>	<p>Service Descriptions and other Dell EMC Services service documents which you may receive from your seller shall not constitute an agreement between you and Dell EMC Services but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence hereof any reference to "Customer" in this Service Description and in any other Dell EMC Services service document shall in this context be understood as a reference to you whereas any reference to Dell EMC Services shall only be understood as a reference to Dell EMC Services as a service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with Dell EMC Services with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and your seller.</p>
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* Customers may access their local Dell.com website by simply accessing Dell.com from a computer connected to the Internet within their locality or by choosing among the options at Dell EMC Services' "Choose a Region/Country" website available at Dell.com/content/public/choosecountry.aspx?c=us&l=en&s=gen.

Customer further agrees that by renewing, modifying, extending or continuing to utilize the Service beyond the initial term, the Service will be subject to the then-current Service Description available for review at Dell.com/servicedescriptions/global.

If there is a conflict between the terms of any of the documents that comprise this Agreement, the documents will prevail in the following order: (i) this Service Description; (ii) the Agreement; (iii) the Order Form. Prevailing terms will be construed as narrowly as possible to resolve the conflict while preserving as much of the non-conflicting terms as possible, including preserving non-conflicting provisions within the same paragraph, section or sub-section.

By placing your order for the Services, receiving delivery of the Services, utilizing the Services or associated software or by clicking/checking the "I Agree" button or box or similar on the Dell.com website in connection with your purchase or within a Dell EMC Services software or Internet interface, you agree to be bound by this Service Description and the agreements incorporated by reference herein. If you are entering this Service Description on behalf of a company or other legal entity, you represent that you have authority to bind such entity to this Service Description, in which case "you" or "Customer" shall refer to such entity. In addition to receiving this Service Description, Customers in certain countries may also be required to execute a signed Order Form.

Supplemental Terms & Conditions Applicable to Consulting & Managed Services

1. Term of Service. This Service Description commences on the date listed on your Order Form and continues through the term (“**Term**”) indicated on the Order Form. As applicable, the number of systems, licenses, installations, deployments, managed end points or end-users for which Customer has purchased any one or more Services, the rate or price, and the applicable Term for each Service is indicated on Customer’s Order Form. Unless otherwise agreed in writing between Dell EMC Services and Customer, purchases of Services under this Service Description must be solely for Customer’s own internal use and not for resale or service bureau purposes.

2. Important Additional Information

- A. Rescheduling.** Once this Service has been scheduled, any changes to the schedule must occur at least 8 calendar days prior to the scheduled date. If Customer reschedules this service within 7 days or less prior to the scheduled date, there will be a rescheduling fee not to exceed 25% of the price for the Services. Any rescheduling of the Service will be confirmed by Customer at least 8 days prior to commencement of the Service.
- B. Payment for Hardware Purchased With Services.** Unless otherwise agreed to in writing, payment for hardware shall in no case be contingent upon performance or delivery of consulting or managed services purchased with such hardware.
- C. Commercially Reasonable Limits to Scope of Service.** Dell EMC Services may refuse to provide Service if, in its commercially reasonable opinion, providing the Service creates an unreasonable risk to Dell EMC Services or Dell EMC Services’ Service providers or if any requested service is beyond the scope of Service. Dell EMC Services is not liable for any failure or delay in performance due to any cause beyond its control, including Customer’s failure to comply with its obligations under this Service Description.
- D. Optional Services.** Optional services (including point-of–need support, installation, consulting, managed, professional, support or training services) may be available for purchase from Dell EMC Services and will vary by Customer location. Optional services may require a separate agreement with Dell EMC Services. In the absence of such agreement, optional services are provided pursuant to this Service Description.
- E. Assignment and Subcontracting.** Dell EMC Services may subcontract this Service and/or assign this Service Description to qualified third party service providers who will perform the Service on Dell EMC Services’ behalf.
- F. Cancellation.** Dell EMC Services may cancel this Service at any time during the Term for any of the following reasons:
- Customer fails to pay the total price for this Service in accordance with the invoice terms;
 - Customer is abusive, threatening, or refuses to cooperate with the assisting analyst or on-site technician; or
 - Customer fails to abide by all of the terms and conditions set forth in this Service Description.

If Dell EMC Services cancels this Service, Dell EMC Services will send Customer written notice of cancellation at the address indicated on Customer’s invoice. The notice will include the reason for cancellation and the effective date of cancellation, which will be not less than ten (10) days from the date Dell EMC Services sends notice of cancellation to Customer, unless local law requires other cancellation provisions that may not be varied by agreement. If Dell EMC Services cancels this Service pursuant to this paragraph, Customer shall not be entitled to any refund of fees paid or due to Dell EMC Services.

G. Geographic Limitations and Relocation. This Service is not available at all locations. Service options, including service levels, technical support hours, and on-site response times will vary by geography and certain options may not be available for purchase in Customer's location, so please contact your sales representative for these details.

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