



Service Description: Advanced Services – Fixed Price

Collaborative Professional Services CPS Deployment Support and Validation for SAP HANA Service for Installation/Medium (ASF-CPSA-HANAMI)

This document describes Advanced Services Fixed Price: CPS Deployment Support and Validation for SAP HANA Service for Installation/Medium available under the Collaborative Professional Services Program (“Program”).

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/: (1) Glossary of Terms; (2) List of Services Not Covered. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Direct Sale from Cisco to Authorized Channel. If you have purchased these Services directly from Cisco, this document is incorporated into your Collaborative Professional Services Agreement (“Agreement”), Collaborative Professional Services – General Service Terms under the Cisco Services Partner Program, a services exhibit that addresses transaction advanced services (“AS-T”) or an equivalent agreement executed between you and Cisco which authorizes your participation in the Program. In the event of a conflict between this Service Description and your Agreement or equivalent services exhibit or agreement, this Service Description shall govern. For purposes of an AS-T exhibit executed between Cisco and Authorized Channel, this Service Description shall be deemed as a Statement of Work (“SOW”).

CPS Deployment Support and Validation for SAP HANA Service for Installation/Medium (ASF-CPSA-HANAMA)

Service Summary

The Medium SAP HANA deployment and validation Services provides remote installation support to Authorized Channel for the Medium SAP HANA appliance per the latest Cisco approved installation guide(s). Cisco will install and verify upon completion of these services that the HANA configuration is compliant with current Cisco standard specifications (“Services”).

Location of Services

Services are delivered remotely to Authorized Channel.

Installation of Medium SAP HANA Appliance

Cisco Responsibilities

- Configure SAP HANA software for End User’s production environment using the latest Cisco provided HANA installation guide.
- Validate that installation and configuration passes initial start-up tests.
- Provide up to a maximum of two (2) consecutive Business Days of remote verification and validation of the Authorized Channel’s installation of Medium SAP HANA at the End User site, including review of the Authorized Channel’s site planning survey.
- Identify any installation elements that are considered non-standard and/or do not meet Cisco Unified Computing System (UCS) leading practices; and, notify Authorized Channel of any non-standard and/or non-compliant elements.

Authorized Channel Responsibilities

- Inspect Cisco equipment delivered to ensure products delivered are in accordance with the final Cisco bill of materials (BOM) kit list and Customer order, and conduct an inventory listing and verification of Hardware components per latest approved Cisco BOM kit list against the End User order.
- Manage all installation tasks including:
 - pre-installation interview(s) with End User;
 - review of the Authorized Channel provided site planning survey;
 - review of the End User provided design.
- Perform the installation tasks, including:
 - install one (1) HANA Appliance on Unified Computing System C-Series server on the End User provided rack or space;
 - verify the HANA C-Series product configuration, HANA software installation, and initial configuration are in accordance with the latest Cisco approved HANA software assembly document and Cisco BOM kit list;

- provide HANA configuration;
- correct any installation elements that are considered non-standard or do not meet Cisco UCS leading practices, unless an exception has been provided by Cisco.
- Present the installed HANA system to End User for data load and SAP HANA software configuration.
- Resolve any installation including any re-installation and/or hardware issues.

Remote Post Installation Support for SAP HANA C-series

Cisco Responsibilities

- Provide up to a maximum of five (5) consecutive Business Days of remote support available to Authorized Channel during Standard Business Hours for a maximum of eight (8) hours. Support shall commence on the next Business Day following completion of the verification of the HANA C-Series installation by Cisco.
- Remote support will be provided by a Cisco Engineer as consultative support to Authorized Channel to enable Authorized Channel to resolve daily operations issues, troubleshooting assistance and verification of the End User's HANA production installation.

Authorized Channel Responsibilities

- Provide at least one (1) suitably skilled and trained technical representative to operate Cisco products during post implementation support.
- Provide remote access to enable Cisco to provide to Authorized Channel the post installation support.

General Authorized Channel Responsibilities

- Authorized Channel shall ensure that, End User understands and agrees i.) that Authorized Channel is providing its own proprietary services together with the Cisco Services herein; and ii) that in connection with Authorized Channel's performance of its own proprietary services, Authorized Channel must provide to Cisco certain End User information, documents and/or other technical data as required for Cisco's subsequent use in connection with Cisco Services.
- Authorized Channel will be solely responsible for documenting any recommendations made by Cisco during the delivery of the Services.
- Authorized Channel is solely responsible for all interactions and communications with End User and the provision of services and deliverables to End User.

- Authorized Channel acknowledges that the completion of Services is dependent upon Authorized Channel meeting its responsibilities as indicated herein.
- Identify Authorized Channel's personnel and define their roles in the participation of the Services. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers.
- Ensure Authorized Channel's personnel are available to participate during the course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Services provided by Cisco comprise technical advice, assistance and guidance only.
- Authorized Channel expressly acknowledges and agrees that it is solely responsible for the determination and implementation of End User's network design requirements and implementation of any recommendations provided by Cisco. Cisco shall not be responsible for the inability of Services to meet End User's network, design, business or other requirements and Authorized Channel shall remain responsible for the accuracy or completeness of the information during the provision of the Services described herein and for the final determination of End User's network design, architecture, implementation, business or other requirements.
- Authorized Channel expressly understands and agrees that the Services shall take place and be complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.

License of Deliverables

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Limitation

AUTHORIZED CHANNEL EXPRESSLY ACKNOWLEDGES AND AGREES THAT IT IS SOLELY RESPONSIBLE FOR THE DETERMINATION AND IMPLEMENTATION OF THEIR END USER'S

NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS. CISCO SHALL NOT BE RESPONSIBLE FOR THE FAILURE OF CISCO'S COLLABORATIVE PROFESSIONAL SERVICES, DELIVERABLES, REPORTS AND/OR RELATED SOFTWARE TO MEET END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS.

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of the Services.

Completion of Services

Cisco will provide written notification upon completion of the Services to Authorized Channel. The Authorized Channel shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Authorized Channel's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Authorized Channel's acceptance of completion of the Services in accordance with this Service Description.

Representation of Cisco Brand

Authorized Channel agrees to comply with the Collaborative Services Branding guidelines located under "Resources" at <http://www.cisco.com/web/partners/services/programs/collaborative/index.html>, which is incorporated herein by reference.