

FACT SHEET

SOFTWARE OPTIMIZATION SERVICES SAP SYSTEM INSPECTION SERVICE

VALUABLE INSIGHT INTO YOUR SAP® IT INFRASTRUCTURE

OPTIMIZATION Services from Fujitsu offer efficient consultation packages for existing infrastructure environments at a fixed price. This has been made possible by systematically analyzing a large number of successfully implemented consultation projects. The solution methods used have been standardized and combined with the experience of the comprehensive product and solution skills provided by the Fujitsu group. The resulting first-class consultation and analysis packages quickly provide customers with specific information and suggested improvements for the infrastructure involved.

CUSTOMER'S REQUIREMENTS

- Elimination of existing or potential SAP performance bottlenecks
- Adaptation of the SAP infrastructure for new applications and new application releases
- Sizing of new SAP infrastructures (e.g. new data center, platform migration, consolidation projects)

THE FUJITSU SOLUTION

The SAP System Inspection service analyzes your operational SAP IT infrastructure and builds an accurate mapping of the actual load profile. Further, the service formulates an inventory list of the entire SAP IT infrastructure, and creates transparency of the utilization of individual IT components and associated SAP systems. Based on this information our SAP experts provide assured recommendations for incorporation into future IT infrastructure planning.

This service is made possible by SAP "SystemInspector" software developed by Fujitsu, which uses standard SAP RFC interfaces, ensuring efficient measurement, without impact to configuration, performance, or processes of your SAP operations.

The Service is offered as a fixed price, with two different service variants available, each covering a specific application area:

- Upgrade/Migration/Consolidation – supports upgrade, migration, and/or consolidation projects



- Performance/Trend Analysis - for analysis of performance bottlenecks and trend analysis SAP System Inspection Service delivers detailed information including:

- Utilization of each SAP system measured and for each individual server in "SAPS" (SAP-specific performance indicator)
- Load distribution per SID
- Utilization of main memory
- Load profiles
- Rating of dialog step quality
- Throughput (dialog steps and transactions)

The SAP System Inspection Service is an ideal supplement to the SAP EarlyWatch® Service, which analyzes the applications and supplies SID data. The SAP System Inspection Service augments this by, providing problem analysis of SAP IT infrastructures throughout the entire, and often heterogeneous, SAP system landscape, covering all System IDs.

CUSTOMER'S BENEFITS

- Avoids over-provisioning and unnecessary investments in equipment
- Increases the quality of service by helping to eliminate or avoid performance bottlenecks
- Delivers individual and short-term results with minimum effort for the customer
- Gives clear recommendations for optimizing the IT infrastructure for SAP

SERVICE SCOPE

SAP System Inspection Service is available as two variants:

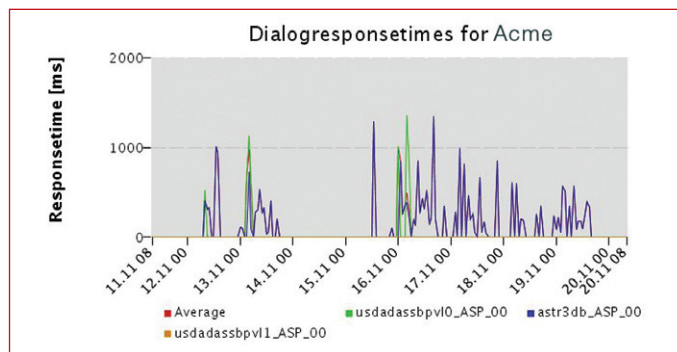
- A. Performance/Trend Analysis
- B. Upgrade/Migration/Consolidation

A. SAP System Inspection Service - Performance/Trend Analysis

This service can be delivered as one of two (2) options:

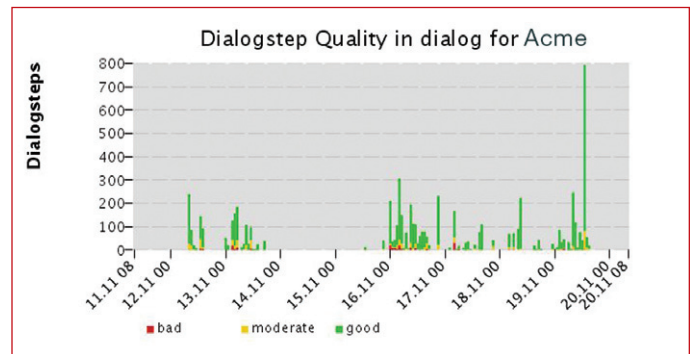
Service focus: Performance Analysis

Goal: Determination of the SAP system landscape performance and clarification of performance bottlenecks during operation.



Service scope:

1. Measurement duration: analysis-related, if necessary ad-hoc, desirable 7 days
2. Inventory of measured components of the system landscape to include:
 - SAP release
 - Kernel version
 - Patch level
 - Hardware configuration
3. Overview of system load and utilization of the system landscape, e.g.
 - CPU, load profile and distribution, user, instance context memory
 - Processes on the servers, that are non-SAP
 - Top 20 transactions and performance overview per SID



4. Analysis of the systems with regard to relevant parameters, such as HW load, response time (DB, Appl.), memory, batch / dialog time, transaction volumes, system utilization

5. Documents: The System Inspection report documents the measurement; the analysis and recommendations are described in the document "Performance/Bottleneck Analysis"

Service focus: Trend Analysis

Goal: Determination of the utilization of the SAP system landscape in the time elapsed; comparison of 2 measurements with an identical or changed load profile.

Service scope:

1. Measurement duration: 2 x 7 days, if possible exceeding the end of the month
2. Inventory of measured components of the system landscape to include:
 - SAP release
 - Kernel version
 - Patch level
 - Hardware configuration
3. Overview of system load and utilization of the system landscape, e.g.
 - CPU, load profile and distribution, user, instance context memory
 - Processes on the servers, that are non-SAP
 - Top 20 transactions and performance overview per SID
4. Description of the deltas of both measurements
5. Recommendations regarding potential resource requirements with a constant or modified load profile
6. Documents: The System Inspection report documents the measurement, the analysis, and recommendations are described in the document "Trend Analysis"

B. SAP System Inspection Service - Upgrade/Migration/Consolidation

This service can be delivered as one of two (2) options:

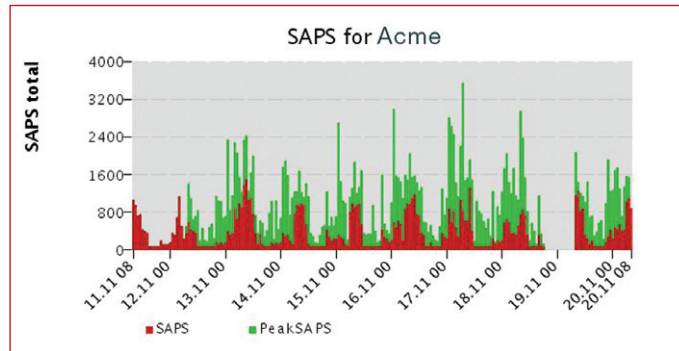
Service focus: Upgrade

Goal: Analysis of the performance of the existing SAP system landscape and determination of the future requirements in upgrade projects.

Service scope:

1. Measurement duration: 8 days, if possible exceeding the end of the month and/or peak load phases
2. Inventory of the measured components of the system landscape for each SID and server to include:

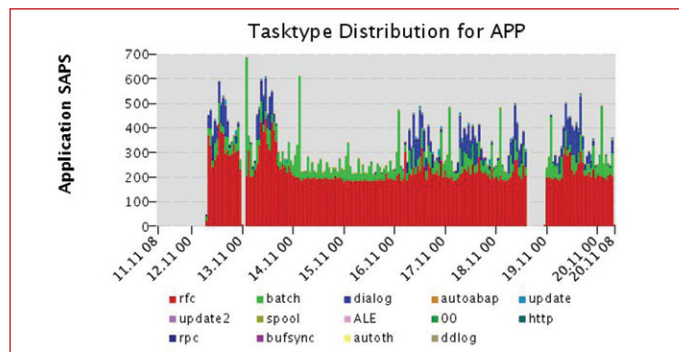
- SAP release
- Kernel version
- Patch level
- Hardware configuration



3. Overview of system load and utilization of the system landscape, (e.g. CPU, load profile and distribution, user)
4. Recommendation for the future system landscape after the upgrade
5. Documents: The System Inspection report documents the measurement; the analysis and recommendations are described in the document "Upgrade Service"

Service focus: Migration and Consolidation

Goal: Measurement of the present SAP system landscape and transfer of the results for the sizing of the future target platform, including determination of consolidation potential.

**Service scope:**

1. Measurement duration: 8 days, if possible exceeding the end of the month and/or peak load phases
2. Inventory of the measured components of the system landscape to include:

- SAP release

- Kernel version
- Patch level
- Hardware configuration

3. Overview of system load and utilization of the system landscape, (e.g. CPU, load profile and distribution, user)
4. Recommendation for the future system landscape, including consolidation options
5. Documents: The System Inspection report documents the measurement, the analysis, and recommendations are described in the document "Migration/Consolidation Service"

SERVICE DESCRIPTION

The key steps of the SAP System Inspection Service are:

Phase 1: Preparation and measurement

- Definition of the purpose of the measurement and agreement of the measurement period
- Delivery of the System Inspection software tool to the Customer by e-mail
- Installation of the collector software is performed by the Customer according to the installation guide
- Telephone support, on request
- Transfer of the measurement data by the Customer on the central FTP server

- ▶ Provision of measurement tools and telephone support on request
- ▶ Analysis of the complete SAP system landscape and infrastructure
- ▶ Information of each server and SID of the measured system landscape
- ▶ Evaluation and documentation of measurement data, analysis and results preparation
- ▶ Detailed System Inspection report of examined SAP system landscape with analysis of results
- ▶ Documentation of recommended actions or target configurations

Phase 2: Evaluation, analysis, and recommendations

- Report generation and evaluation by Fujitsu
- Analysis and interpretation of the System Inspection measurement
- Documentation of the measurement results, analysis, and action options
- Recommendations for the next steps

Fujitsu also offers a workshop (as an additional chargeable service), in which the results from the service and the prepared solution proposals are presented in detail and discussed with you. Fujitsu is able to offer this on-site at your premises, or via a web-based conference session.

- Analysis of 5 “SIDs” (System IDs), including the corresponding infrastructure for a defined analysis period (service dependent). Note: for more comprehensive system landscapes a project price can be agreed on request
- The Service is designed for all SAP components and R/3 releases since 3.1i

SERVICE CONDITIONS

The Customer agrees to the following conditions as pursuant to the delivery of the service defined:

- SAP System Inspection service measurements are possible on all conventional SAP platforms (Solaris®, Linux®, Windows®, HP-UX, True64, AIX, AS400, etc.)
- To provide a computer to run the SAP SystemInspector software with (or use a Fujitsu supplied Notebook preloaded with SystemInspector with Linux OS):
 - Either Windows, Linux or Solaris operating system
 - 5GB of disk space (average run), large configurations and a long measurement time will require 50 GB or more
 - Access to the SAP systems to be measured
- Installation of the SAP SystemInspector software in the system landscape
- To nominate a contact person for any queries
- Implementation of the measurements over the agreed period
- To complete a registration form as documentation of the measurement / analysis goals
- To transfer the generated report file to the Fujitsu FTP server in Walldorf, Germany

Fujitsu will not be held responsible for any data loss. The Customer is responsible for ensuring that all data on measured systems is backed-up prior to service commencement.

This OPTIMIZATION Service is provided under the conditions valid for Fujitsu America, Inc.

ORDERING

This OPTIMIZATION Service is available from your local Fujitsu America, Inc. sales office. When ordering please quote:

Title	SAP System Inspection Service
Order	FTSPS-SAP-11033F Upgrade/Migration/Consolidation (5x SIDs Packet)
	FTSPS-SAP-11034F Performance/TrendAnalysis (5x SIDs Packet)
	FTSPS-SAP-11035F Customer Workshop
	Figure1: SAP System Inspection Service standard components

FUJITSU PLATFORM SOLUTIONS

In addition to SAP System Inspection Service, Fujitsu provides a range of OPTIMIZATION services, first-class efficient consultation and analysis packages which quickly provide customers with specific information and suggested improvements for existing infrastructure environments at a fixed price.

Dynamic Infrastructures

With the Fujitsu Dynamic Infrastructures approach, Fujitsu offers a full portfolio of IT products, solutions and services, ranging from clients to datacenter solutions, Managed Infrastructure and Infrastructure-as-a-Service. How much you benefit from Fujitsu technologies and services depends on the level of cooperation you choose. This takes IT flexibility and efficiency to the next level.

Computing products

www.fujitsu.com/global/services/computing/

- PRIMERGY®: Industrial standard server
- SPARC ENTERPRISE®: UNIX® server
- PRIMEQUEST®: Mission-critical IA server
- ETERNUS®: Storage system

Software

www.fujitsu.com/software/

ABOUT FUJITSU AMERICA

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