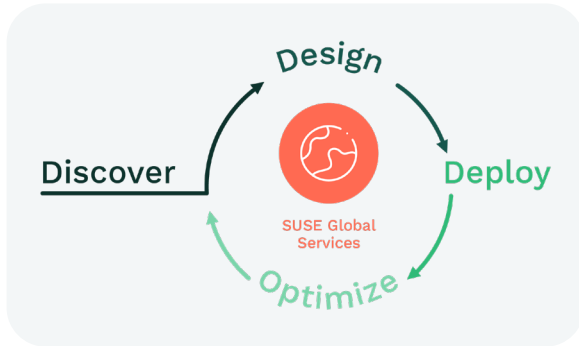# SUSE Customer Journey for Cloud-Optimized SAP Environment

SUSE Services purpose-built offerings for Cloud-Optimized SAP environments are designed to accelerate implementation so you can say goodbye to downtime.

The SUSE Customer Journey for cloud-op-timized SAP environments is a prescribed and proven roadmap to accelerate imple-mentation of your SUSE Linux Enterprise Server for SAP infrastructure.

The journey is made up of:

+ **Discovery Services** that get your implementation off on the right track and aligned your business objectives.
+ **Design Services** that allow your technical team to participate in a working session with an SAP for Cloud solution experts to develop a high-level design document for your specific use cases.
+ **Deploy Services** using best practice experience to implement the detailed design of your solution and integrate it with your ecosystem.
+ **Optimization Services** that guide you to a smooth start of production and technically robust operations which is the final milestone of a successful implementation project.

You need a 360-degree view of business operations and customer experience data Now you have cho-sen to implement the one trusted by SAP itself and

thousands of customers – SLES for SAP Applications cloud-optimized environments. With SUSE Services purpose-built for SAP, you can accelerate your im-plementation and say goodbye to downtime with SUSE solutions, such as SUSE Linux Enterprise Live Patching and SUSE Manager,

SUSE Global Services has the services you need to help you accelerate your journey to a cloud-optimized SAP environment. Please use the table below to learn about the services that best meets your needs.

If you are...	You should engage in...
Aligning business and IT objectives Evaluating current infra-structure Exploring resource gaps	SUSE Discovery Services for Cloud-Optimized SAP Environments
Determining the best way to integrate Looking for best practice guidance Getting everyone aligned Creating a high-level design document	SUSE Assist: Design Ser-vices for Cloud-Optimized SAP Environments
Validating your design before you implement	SUSE Assist: Design Review Services for Cloud-Optimized SAP Environ-ments
Looking to accelerate implementation Augmenting skills Implementing and inte-grating with confidence	SUSE Assist: Deployment Services for Cloud-Opti-mized SAP Environments
Validating your implemen-tation prior to go-live Re-evaluating your imple-mentation to ensure you are continuing to meet-business demands	SUSE Assist: Optimization Services for Cloud-Opti-mized SAP Environments

SUSE DISCOVERY SERVICES
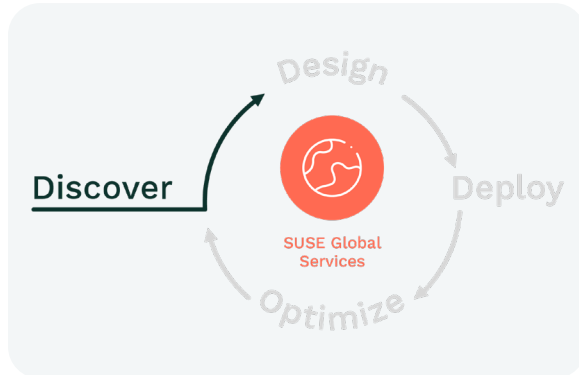
For successful projects, Discovery Services are often the first step in your modernization journey. Our technical and business professionals listen to your goals and share the best open source solution and service options to help you achieve those goals. Through white-boarding and architectural discussions, we will cover topics such as:

- The current state of your business and your desired outcomes and IT vision
- How best to align your business goals with IT objectives leveraging open source solutions
- Suggested open source solutions and integration options
- Existing resources and gap analysis

This SUSE Discovery Services for SLES for Cloud-Optimized SAP Environments provides you with the opportunity to engage with SUSE technical and business professionals who can help align your business and IT goals. Aligning business and IT objectives provides for a successful project outcome. But you can never reach your destination until you know your starting point.

Participating In a SUSE Discovery Services affords you the ability to map your course from your unique starting point. This will accelerate your journey to simplify operations and reduce risk. The SUSE Discovery Service offering is based on best practices from hundreds of real-world experiences.

This Discovery Services session is conducted in two parts:

- A **Discovery Discussion** about your technical and business environment.
- An **Architectural Discussion** about how SUSE can address the discovered needs and desired outcomes.

ENGAGEMENT OVERVIEW

By using a trusted, preferred Linux platform from SUSE, you will quickly deliver innovative services that attract new customers and retain current customers ahead of competitors. This platform will also help you speed up the time-to-value of new services that can help you adapt to the changing customer demands and increase competitiveness.

With your new Linux platform, you will be able to manage workloads and costs and reduce the effort needed for system configuration and routine maintenance. This allows you more time to focus on innovation and service delivery. Support your digital transformation by running SAP applications on SUSE, a platform that SAP itself has chosen for its own operations and customer-facing services.

Who should be involved?

The SUSE Discovery Service offering is recommended for IT professionals, solution architects and their managers who have the task to design, build and operate enterprise applications and services. As this workshop is part of a strategic transformation, the presence of CTO/CIO is recommended.

Delivery Method:
- 1 hour preparatory call
- 1 day on-site delivery
- 1 day remote documentation
- 1 hour follow-up call

What is the output?

At the end of your engagement, you will get a summary report that will provide you with a high-level design and suggested next steps. Consider this your roadmap to a successful implementation underpinned by SUSE Linux Enterprise Server for SAP Applications.

The summary report will include:

- Handover documentation to customer stakeholders
- Feedback and best practice guidance
- Follow up to review findings

Sample Discovery Service Agenda

Discuss…	... your business objectives and requirements. Topics could include:
	• Key business objectives for cloud-optimized SAP infrastructures • High-level solution requirements • Review existing SAP infrastructure • Integration architecture and application dependencies • SAP systems Current Test/Dev/QA/Prod design • Security constraints required • Business continuity (backup & disaster recovery objectives) • Availability requirements (SLA, High Availability) • Performance requirements/issues • Discuss current IT operation processes • Review current SUSE subscription status

Review ...	...how SUSE solutions for SAP landscapes in the cloud can make your outcome more effective. Through white boarding and architectural review, we will look at:

Review ...   **...how SUSE solutions for SAP landscapes in the cloud can make your outcome more effective. Through white board-ing and architectural review, we will look at:**

- Cloud-Optimized SAP Infrastructure
- SUSE Linux Enterprise Server for SAP Applications review
- SAP, HANA SAP NetWeaver and SAP S/4HANA use cases
- High Availability for all SAP mission-critical workloads
- Security hardening approaches and best practices
- Enterprise-class management solution
- Cutting-edge technology, such as SUSE Linux Enterprise Live Patching
- SAP Integrated priority support and maintenance and extended service pack support
- Subscription migration strategy

Suggest...   **...Solutions and next steps comparing and contrasting benefits and outcomes of various technology**

- Targeted use cases and success criteria for your cloud initiative for the SAP infrastructure
- Identify the appropriate SUSE components for your cloud solution
- Comparison of "pay as you go" and "bring your own subscription" models
- Introducing best practices for deployment of SAP services in the cloud against your use cases
- Migration strategy
- Definition and provision of cloud instances running SUSE Linux Enterprise Server for SAP Applications
- Installation and configuration of SAP software (for example, SAP S/4HANA / deployment automation)
- Patching & lifecycle management
- High availability

SUSE ASSIST: DESIGN SERVICES
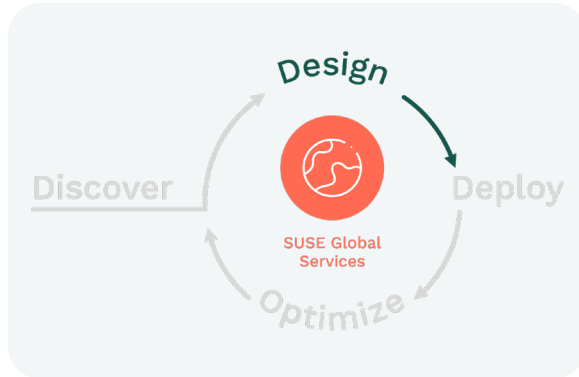
Design Services for Cloud-Optimized SAP Environments are part of the SUSE Assist offerings and is the second step in the SUSE Customer Journey.

This working session provides you with the opportunity to engage with SUSE technical and business professionals who can help design your deployment customized to your specific business and IT objectives. Simplify and accelerate your implementation with Design Services. This working session with an SAP for Cloud solution expert is intended to result in a high-level design document for specific use cases. Outputs of the Design Service include:

- Roadmap to avoid unnecessary pitfalls during deployment
- Validation that the chosen solutions will meet the desired business outcomes
- Analysis of design choices and best-practice recommendations
- Development of a high-level design document that includes your specific use case architectural requirements

ENGAGEMENT OVERVIEW

By using a trusted, preferred Linux platform from SUSE, you will quickly deliver innovative services that attract new customers and retain current customers ahead of competitors. During the Design Services session, you will work through design specifics for your SAP system deployment engagement, including:
- Size and scope of a cloud, applications, and

services environment for the SAP landscape.
- Requirements for:
  - Security
  - Networking
  - High Availability
- Best practices documentation for successful deployment
- Considerations for operations that include:
  - Lifecycle management
  - Monitoring
  - Log management

Starting with an analysis of your requirements, current environment, applications and services and your organization, SUSE Consultants will help you define, by steps, the suggested deployment architecture for your SAP cloud solution for SAP applications. The consultant will also recommend any additional open source solutions that will help you meet your business objectives. This will afford a smooth and successful implementation.

Who should be involved?
The SUSE Assist: Design Service offering is recommended for IT professionals, solution architects and their managers who have the task to design, build and operate enterprise applications and services.

> **Duration:**
> 5 days
>
> **Delivery Method:**
> - 1 hour preparatory call
> - 3 days remote/on-site visit
> - 2 days remote documentation
> - 1 hour follow-up call

What is the output?
At the end of your engagement, you will receive a detailed architecture document, including a short management summary, technical details based on SUSE best practices and recommendations. This output will include a detailed architecture design document and next steps specific to your environment.

Sample Design Service Agenda

Review ...

(While not imperative, SUSE recommends that a Discovery Services session has been completed)

...Business objectives and requirements:

- Key business objectives for cloud-optimized SAP environments
- High-level solution requirements
- Review existing SAP infrastructure
- Integration architecture and application dependencies
- SAP systems: Current Test/Dev/QA/Prod design
- Security constraints required
- Business Continuity (backup & disaster recovery objectives)
- Availability requirements (SLA, High Availability)
- Performance requirements/issues
- Discuss current IT operation processes
- Review current SUSE subscription status

Discuss and Whiteboard...

... Solutions, benefits, and outcomes:

- Targeted use cases and success criteria for your SAP cloud initiative
- Identify the appropriate SUSE components for your cloud solution
- Comparisons of "pay as you go" and "bring your own subscription" models
- Introducing best practices for SAP public cloud deployments against your use cases
- Migration strategy
- Definition and provision of cloud instances running SLES for SAP
- Installation and configuration of SAP software (such as, SAP S/4HANA / deployment automation)
- Patching and lifecycle management
- High availability

Address...

...Planning and design with SUSE Consultants and your team

- Big picture - solution overview
- Architecture design for SAP landscapes, locations & services
- Recommendation for Dev/QA/Production environments:
  - CPU, RAM & Storage
  - Bandwidth and latency
  - Networking design
- High Availability:
  - Cluster size
  - Tuning for cloud
  - Geo redundancy
- Deployment methodology, Lifecycle Management and Automation

- Release strategy
- Testing strategy
- Promoting strategy
- Security design
- Monitoring, log management and disaster recovery solution design

Handover...   **...Documentation to your team**

- Define criteria to validate the design
- Provide handover to customer stakeholders
- Incorporate feedback and refine the design

Take...   **...The next steps**

- SUSE Assist: Deployment Services
- Custom deployment projects

SUSE ASSIST: DESIGN REVIEW SERVICES

Design Review Services for Cloud-Optimized SAP Environments are part of the SUSE Assist offerings and are the perfect way to ensure that your high-level design document will lead to a confident and successful Implementation.

This working session provides you with the opportunity to engage with SUSE technical and business professionals who will validate the design your SAP engagement, ensuring it is customized to meet your specific business and IT objectives before you start implementation.

ENGAGEMENT OVERVIEW

By using a trusted, preferred Linux platform from SUSE, you will quickly deliver innovative services that attract new customers and retain current customers ahead of competitors. During the Design Review service, you will review the Design of your specific environment to ensure that your SLES for SAP is optimized to give you the agreed-on business outcomes.

This proactive service offering mitigates the risks and accelerates implementation by providing a thorough review of your design document. This session will include discussion and review of:

- Review of:
  - Security requirements
  - Networking
  - Deployment
  - High availability
- Scoping and sizing of a cloud, applications, and services environment for the SAP landscape.
- Security requirements
- Networking
- Deployment
- High Availability
- Review of operations, including:
  - Lifecycle management
  - Monitoring
  - Log management

Who should be involved?

The SUSE Design Review offering is designed for IT professionals, solution architects and their managers who have the task to design, build and operate enterprise applications and services.

What is the output?

At the end of your engagement, you will receive a detailed architecture document, including a short management summary, technical details based on SUSE best practices and recommendations. This output will provide a detailed review of your architecture design document and next steps specific to your environment.

Duration:
3 days

Scope:
Three servers on-premise or public cloud workloads

Delivery Method:
• 1 hour Preparatory call
• 2 days remote/on-site visit
• 1 day remote documentation
• 1 hour follow-up call

Deliverables:
• Management summary
• Technical report

Sample Design Service Agenda

Review ...

(While not imperative, SUSE recommends that a Discovery Services session has been completed)

...Business objectives and requirements:

• Key business objectives for a cloud-optimized SAP infrastructure
• High-level solution requirements
• Review existing SAP infrastructure
• Integration architecture and application dependencies
• SAP systems: Current Test/Dev/QA/Prod design
• Security constraints required
• Business Continuity (backup & disaster recovery objectives)
• Availability requirements (SLA, High Availability)
• Performance requirements/issues
• Discuss current IT operation processes
• Review current SUSE subscription status

| Discuss and Whiteboard...	... Solutions, benefits, and outcomes:
	• Targeted use cases and success criteria for your SAP cloud initiative
	• Identify the appropriate SUSE components for your cloud solution
	• Comparisons of "pay as you go" and "bring your own subscription" models
	• Introducing best practices for SAP public cloud deployments against your use cases
	• Migration strategy
	• Definition and provision of cloud instances running SLES for SAP Applications
	• Installation and configuration of SAP software (such as, SAP S/4HANA / deployment automation)
	• Patching and lifecycle management
	• High availability
Address...	...Planning and design with SUSE Consultants and your team
	• Big picture - solution overview
	• Architecture design for SAP landscapes, locations & services
	• Recommendation for Dev/QA/Production environments:
	• CPU, RAM and Storage
	• Bandwidth and latency
	• Networking design
	• Review High Availability:
	• Cluster size
	• Tuning for cloud
	• Geo redundancy
	• Review deployment methodology, life cycle management and automation
	• Release strategy
	• Testing strategy
	• Promoting strategy
	• Review security design
	• Review monitoring, log management and disaster recovery solution design

Handover...	...Documentation to your team
	• Define criteria to validate the design
	• Provide handover to customer stakeholders
	• Incorporate feedback and refine the design
Take...	**...The next steps**
	• SUSE Assist: Deployment Services
	• Custom deployment projects

SUSE ASSIST: DEPLOYMENT SERVICES
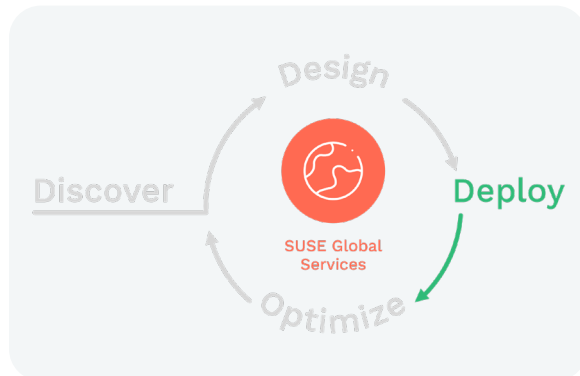
Deployment Services for Cloud-Optimized SAP Environments are part of the SUSE Assist offerings and is the third step in the SUSE Customer Journey

This working session provides you with the opportunity to engage with SUSE technical and business professionals who can help deploy your SAP for Cloud solution to meet your business and IT objectives.

ENGAGEMENT OVERVIEW

The Deployment Services offering begins when you start your implementation of your project. Working with our technical professionals, you and your team will implement the detailed design of your solution and integrate it with your ecosystem.

The implementation will follow the agreed upon Architecture Design, which is the output of the Design

Services session. Together with your team, we will deploy the cloud-optimized SUSE Linux Enterprise Server for SAP Applications solution. This includes:

- Deployment of the operative solution and the set of components identified during the Design phase.
- Implement security requirements
- Test the deployed solution, and provide a set of test use cases to test High Availability and scale-up/scale-out use cases
- Applications and Services lifecycle, Development
- Operations: Integrate solution lifecycle management with local or SUSE repos, Implement the designed monitoring, log management, and disaster recovery components.

Who should be involved?

To be effective, our team should work with your organization's Linux and cloud platform administrators during this engagement—whether they are new to Linux or have established Linux experience. A Linux certification is a plus, but not necessary.

Duration:
5 days

Scope:
Three servers on-premise or public cloud workloads

Delivery Method:
- 1 hour Preparatory call
- 4 days remote/on-site visit
- 1 day remote documentation
- 1 hour follow-up call

What is the output?

If SLES for SAP Applications is to become a critical component of your IT infrastructure, it must be deployed successfully and with confidence. When deployed correctly, it enables your IT to be more agile and efficient and can support your business success.

The outcome of the Deployment Services offering includes not only a successful implementation but also the writing of a detailed deployment documentation,

including a short management summary, technical details, SUSE best practices and recommendations. Deliverables include:

- Summary report
- Architecture plan
- Test plan

This enables you and your team to replicate the successful environment.

Sample Deployment Services Agenda

| Review ...	...Of business objectives and requirements
(While not imperative, SUSE recommends that Discovery and Design Sessions have been completed.)	• Key business objectives for cloud-optimized SAP Infrastructure • Review existing SAP Technology stacks • Integration architecture and application dependencies • SAP Systems: Current Test/Dev/QA/Prod design • Security constraints required • Availability requirements SLA, backup, and recovery objectives • Performance requirements/issues • Review current SUSE subscription status
Prepare, Test, Deploy...	... Your recommended infrastructure Collaboratively, SUSE Consultant and Customer Team address the following: • Validate/Update the deployment architecture, locations, environments, networking, sizing • Review cloud platform-specific optimizations • Review the infrastructure changes: networking: DNS, IPs, Load Balancing, firewalling, storage. • Validate the SAP Installation on both cluster nodes • Define Acceptance Test Plan with customer Then, SUSE Consultant performs the deployment and tests the solution. • Basic Cluster Configuration • Set up STONITH Fencing for cloud platform • Configuring Cluster Properties and Resources for correct options in the cloud • Test Cluster operation

- Perform knowledge transfer to the customer team
- Demonstrate day 2 operations

SUSE Consultant leverages real-world, best-practice experience and customers feedbacks during this phase.

Handover...   ... **Project documentation and administration**

- Provide handover documentation to customer stakeholders
- Incorporate feedback and best practices
- Schedule remote follow up discussion call to review findings

Take...   **...The next steps**

- SUSE Assist: Optimization Services

SUSE ASSIST: OPTIMIZATION SERVICES
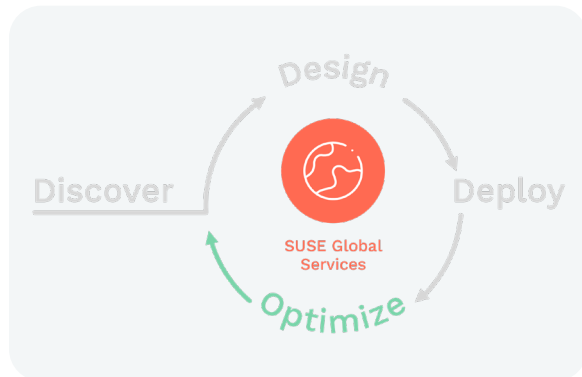
Deployment is not the end of your journey, and as your business evolves, you will need to ensure that your IT infrastructure continues to align with your customer needs and business objectives.

As part of the SUSE Assist family, the Optimization Service offering is a SLES for SAP Applications Architecture and Health Check. This offering is designed to be used for two common scenarios:

- **After Deployment but prior to go live** to ensure a smooth start to production services and as a final milestone of a successful implementation project.
- **After a production system has been running for 6 months or more** to ensure that your SLES for SAP Applications infrastructure continues to meet your business objectives.

ENGAGEMENT OVERVIEW

This proactive service mitigates the risks that arise from a non-optimal system and business process configuration. It ensures a technically robust operation from the beginning and therefore protects your business. This offering affords you the opportunity to work directly with a named, local professional to optimize your chosen solutions. Minimize business disruption with proactive maintenance, support services, and knowledge transfer that provides:

- Direct access to technical professionals who understand your needs, technology trends and minimize business disruption.
- Concept review and in-depth technical health check ensures robust operation.

- Knowledge transfer and best practices simplify and accelerate implementation and go-live.
- Primarily aimed to mission-critical and high available clustered SAP workloads like Netweaver, S/4 HANA and HANA databases on-premise and in the cloud.

Who should be involved?

The SLES for SAP Applications Architecture and Health Check is aimed at Linux administrators, Linux architects, their managers and coordinators, who have the task to deliver SUSE Linux Enterprise Server infrastructure for SAP workloads like Netweaver, S/4 HANA and HANA databases on-premise and in public cloud.

Duration:
3 days

Scope:
- Three servers on-premise or public cloud workload

Delivery Method:
- 1 hour Preparatory call
- 2 days remote/on-site visit
- 1 day remote documentation
- 1 hour follow-up call

What is the output?

With this Optimization offering, SUSE Consulting ensures your SUSE environment is configured to host your SAP applications on-premise or on public cloud optimally. A healthy SLES for SAP Applications architecture and configuration is critical to ensuring a supported, stable and performant production environment. During this Health Check, you and your team will work with SUSE Consulting to:

- Learn from real-world experience, tools and best practices
- Review SUSE Linux Enterprise Server for SAP Applications implementation
- Review high availability concepts and implementation,
- Review system maintenance, patching and life-cycle management processes
- Find and avoid smaller, often overlooked misconfigurations that could later become significant problems
- Reduce production environment downtime and security vulnerabilities through little known tips

At the end of the engagement, you will receive:

- Management summary
- Technical report (Text and log files created by SUSE Consulting tools)

Sample Health Check Agenda

Review ...	...Of business objectives and requirements
(While not imperative, SUSE recommends that Discovery, Design, and Deployment Sessions have been completed.)	- Key business objectives for cloud-optimized SAP infrastructure - Review existing SAP technology stacks - Integration architecture and application dependencies - SAP Systems Current Test/Dev/QA/Prod design - Security constraints required - Availability requirements SLA, backup, and recovery objectives - Performance requirements/issues - Review current SUSE subscription status

Deliver...

...The project scope of the SLES for SAP Application Architecture and Health Check

- Analysis of three severs, virtual machines or public cloud workloads
- Review of the system requirements
- Review of the configuration and settings
- Review of storage connectivity, such as multipath configuration and software mirror
- Review of patch status and compliance
- Review of High Availability concept
- Review of High Availability environment and High Availability cluster
- Review of settings against SUSE Services best practices
- Review and recommend customization for your virtualization environment (if required)

Handover...

... Project documentation and administration

- Provide handover documentation to customer stakeholders
- Management summary report
- Technical report
- Schedule remote follow up discussion call to review findings

Take...

...The next steps

- SUSE Premium Support Services

You already know that SLES for SAP is the Linux distribution that SAP itself uses; now find out how SUSE Global Services and the purpose-built SUSE Customer Journey for Cloud-Optimized SAP Environments can:

- **Simplify** your journey to transformation by engage with SUSE experts who will bring best practice guidance, so you meet the objectives your business needs
- **Modernize** your business with packaged, fixed cost offerings that take you from discovery to optimization with ease. With targeted offerings you get exactly the outcomes your business needs at a fixed cost.
- **Accelerate** innovation with open source solutions that future-proof your business and avoid costly vendor lock-in.

For detailed services offerings and premium support services information, visit: **www.suse.com/services**

Thank You