

SAP Downtime Optimization

# Run critical core SAP Systems with minimum business downtime

## Striving for near-zero downtime

Business processes of companies in critical industries, like manufacturing, automotive or life sciences are concentrating more and more on the central SAP S/4HANA system. The availability of core SAP systems thus becomes indispensable, and downtimes cannot be tolerated without a noticeable effect on business operations. Downtime due to planned changes and updates or unplanned incidents are very costly.

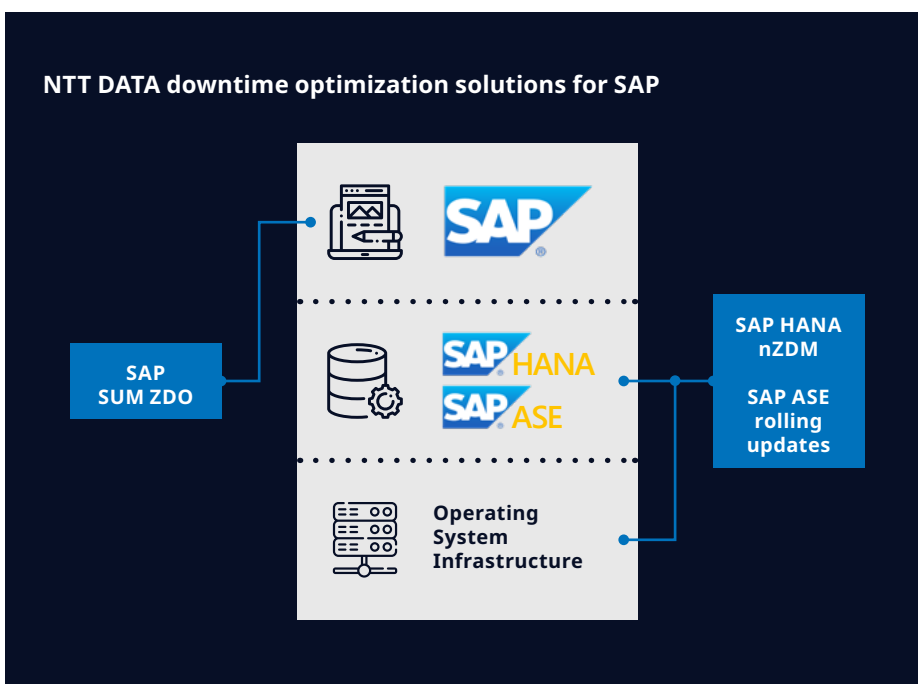
## Key planned downtimes for SAP environments

Downtimes are unavoidable for SAP systems. Goal of a downtime optimization is to reduce the number of downtimes and, more importantly, shorten the downtime window.

**Added-value:** Combine planned downtime optimization with high availability solution

## Downtime optimization solutions for SAP:

- **SAP SUM ZDO** (zero downtime option): Covers the reduction of the technical downtime to zero during SAP Netweaver ABAP upgrades and updates.
- **SAP HANA nZDM** (near-zero downtime maintenance): Service for SAP HANA based systems with two synchronous replicated database systems for updating infrastructure, operating system & database in a “rolling” manner.
- **SAP ASE rolling upgrades** is a similar service as HANA nZDM for SAP ASE databases. This solution is an “allrounder” to reduce downtimes on various maintenance levels
- Further downtime optimization are available, like parallelized system restarts or automated SAP kernel patches



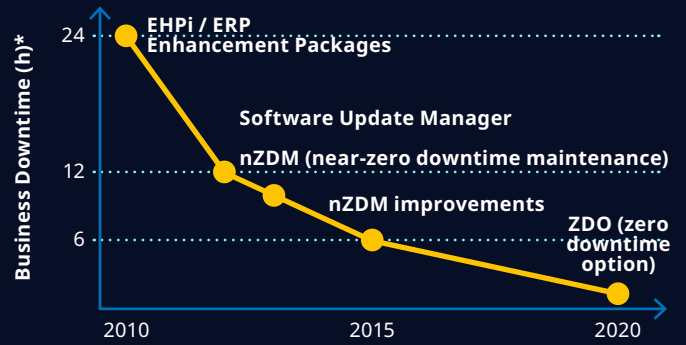
# 50%

of IT professionals indicate that near-zero downtime allow them to run maintenance more frequently, addressing a top challenge for planned downtime.<sup>1</sup>

<sup>1</sup> Source: “The Real Costs Of Planned And Unplanned Downtime” Forrester opportunity snapshot (2019, IBM)

“IT leaders must consider technologies that decrease business disruption and increase availability levels.”<sup>2</sup>

### Evolution of SAP downtimes using optimization technologies. SAP ERP & S/4HANA upgrades\*



\*Source: SAP® The estimated values contained in the figure are for illustrative purposes only.

The solution for technical platform, operating system and database downtime optimization is a combination of availability, disaster recovery and downtime optimization services.

Maintain control over system availability and system compliance. Be prepared for future availability requirements of your business-critical S/4HANA or ERP environments.

#### Four steps to downtime optimization:

- Define SLAs and availability requirements
- Define planned downtime requirements for critical SAP environments
- Build a business case for measures to optimization downtimes in line with SLA requirements
- Choose optimal NTT DATA solution

#### Why NTT DATA Business Solutions?

As SAP Platinum Partner with 30+ years of experience in supporting business success and growth for more than 6,000 customers, we provide you with unique insights regarding SAP innovations and connect your business opportunities with best practices and latest technologies.

Benefit from our secure and reliably managed cloud services. We are experts for global and local system landscapes. Regardless of whether your data is stored on premise, in the cloud or in a hybrid IT landscape, we offer the right services.

<sup>2</sup> Source: "Design for Dependability By Embracing A Future Of Trusted Technology" Forrester Research Inc., February 25, 2019

#### The support you need - anytime and anywhere:



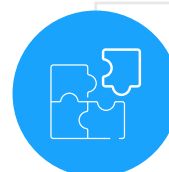
**Downtime** Downtime optimization solutions significantly reduce planned downtimes for critical SAP system environments – we manage your critical SAP environments.



**Availability** High availability solutions for HANA and ASE databases are simultaneously used as downtime optimization solution – a real added value.



**Know-how** Benefit from our experience with large and critical system environments.



**Synergies** Advice on downtime optimizations for further IT components and processes, like operating system, database updates or data-center maintenances. Advice on high-available and downtime optimized SAP architecture.

#### Learn more about NTT DATA Business Solutions

[www.nttdata-solutions.com](http://www.nttdata-solutions.com)

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