



SAP Solutions on Sun —  
Excellence in Adaptive  
e-Business





Dynamic value chains make collaborative processes across enterprises a competitive necessity.



## Why risk the future of your business? Build an adaptive e-business on solutions from two industry leaders—Sun Microsystems and SAP.

Customer value is one key to the formula of success for companies today. A business provides value through its products or services. Information Technology (IT) systems are measured by their contribution to the creation of those values. Through innovation, IT systems can provide differentiation, through automation, they can provide better efficiency.

Speed is another key to the formula of success: Speed to execute in providing customer value faster—and speed to do it smarter than the competition. When business processes and IT systems work hand-in-hand, they provide the flexibility for fast responses to variations in business demands. As customer requests grow, the demand for system resources expands. With multiple business processes building a value-chain, adapting to their combined resource requirements creates a challenge. Dynamic value chains demand an adaptive e-business implementation as they incorporate customers, employees, suppliers, and partners.

### **Vision**

In 1993, Sun and SAP formed a powerful alliance to provide mission-critical enterprise solutions. The two companies share a common vision based on industry-wide, open standards and technology, that support integration of people, information, and processes. Sun and SAP deliver solutions that simplify the service IT provides in support of a dynamic business. mySAP Business Suite provides the necessary industry-specific and cross-industry components for creating value chain networks.

Whenever a customer receives a service, this event is firing activities through the value chain requesting company resources for its fulfillment. Same in the IT landscape. The Sun™ Network Computing platform can provision resources to application components on demand, in the necessary amount.

# Your resources may be limited, but your infrastructure won't be.

## SAP Product Listing

- mySAP Business Intelligence
- mySAP Customer Relationship Management
- mySAP Enterprise Resource Planning
- SAP® Enterprise Portal
- mySAP Financials
- mySAP Human Resources
- mySAP Marketplace
- mySAP Mobile Business
- mySAP Product Lifecycle Management
- mySAP Supply Chain Management
- mySAP Supplier Relationship Management
- SAP Industry Solutions
- SAP NetWeaver
- SAP xApps

## Architectures Provide Structure While Platforms Execute

SAP NetWeaver is the platform for execution of business processes. Sun's Network Computing platform provides the necessary infrastructure resources. Sun infrastructure solution sets can help accelerate implementation of a SAP landscape with the ability to leverage customers' current IT investment without limiting future technology deployment.

The combination of SAP NetWeaver layered on top of the Sun Network Computing platform can deliver immediate savings in total cost of ownership by consolidating under-utilized resources, increasing the utilization of systems, and shrinking the overall system landscape.

Resource provisioning, through N1 and Sun™ Open Net Environment (Sun ONE), is the core open-standards based component of the Sun Network Computing platform that supports SAP NetWeaver during execution of business processes.

SAP NetWeaver and the Sun Network Computing platform collaborate to provide business processes—and its modules—as Web services to users. As complementary platforms, their standards based approach helps to reduce the need for custom integration. Services and the respective resources can be re-allocated as the business demands.

Together, SAP NetWeaver and the Sun Network Computing platform can reduce cost and complexity.

Sun provides on-going support throughout the lifecycle of your SAP solutions—maximum uptime, reduced costs, and investment protection.

Sun technologies used to power mySAP Business Suite include Sun Enterprise™ servers, Sun StorEdge™ arrays, the Java™ platform, and Solaris™ Operating Environment. Based on a single architecture platform, Sun servers deliver reliability, availability, and scalability, from the low-end uniprocessor systems to the new 106-processor enterprise servers. Customers running SAP solutions on Sun servers benefit from mainframe-class high availability and capacity, without the costly service and support typically associated with those products.

### **Expertise**

Sun solutions are a combination of best-in-class products, services, and technologies. Sun works in collaboration and cooperation with some of the best and brightest global system integrators in the industry to deliver end-to-end, best-of-breed solutions, technical consulting, and implementation support. Customers have the freedom to choose the best-qualified integrator for their requirements.

Sun provides extensive resources to assist customers in efficiently and cost-effectively implementing or migrating their applications to Sun with minimal disruption to their operations during the process.

### **iForce<sup>SM</sup> Competency Centers for SAP Solutions**

iForce Competency Centers for SAP Solutions located in North America and Europe help customers verify that their solution will run in the configuration planned, not just a one-size-fits-all demo.

The global network of iForce Competency Centers for SAP Solutions advances companies from the drawing board to production faster and helps ensure results. The centers take the guesswork out of sizing, configuring, and scaling solutions—minimizing business and technical risks. In one of three convenient locations, the centers bring together the people, products, and processes that companies need to reduce development costs, without limiting technology options.

### **Infrastructure Solutions Group**

Sun has created several Infrastructure Solutions Groups. One of the groups focuses on delivering SAP specific services tailored to business needs—from best-practice methodologies and testing to proof-of-concepts, training and more. Each center delivers low-risk, high performance computing infrastructure solutions supported by Sun's core strategies: attacking cost and complexity; accelerating network service development and deployment; and helping unleash mobility with security.

By leveraging the experts in the Infrastructure Solutions Group, customers can reduce the cost of solution development, deployment, and integration while receiving the benefits of the Sun platform with minimal downtime and risk. These professionals combine Sun's core strength of innovative technology with comprehensive services, partnerships, and financial and contractual packages to address customer business issues.

**The Result:** companies can see and understand exactly how SAP solutions perform on Sun hardware, and learn how to integrate SAP solutions with any number of other applications, databases, operating systems, and hardware platforms—right from the start.

### **What Customers Can Expect From Sun**

- Assistance from Sun technical experts adept in all technologies related to SAP solutions, dedicated to helping customers learn how to achieve optimum results.
- Comprehensive proof of concept demonstrations for SAP solutions on Sun.
- A seamless methodology roadmap to help assess, prepare, migrate, and deploy SAP solutions on Sun.
- Expertise in SAP landscape optimization. Results can include improved performance and an increase in higher utilization of resources.

# Adaptive Businesses, Solutions, and Infrastructure = Excellent Service and Support



iForce Ready Centers

Menlo Park, CA  
Tokyo, Japan  
Paris, France

iForce Competency Centers for SAP Solutions

Walldorf, Germany  
Menlo Park, CA  
McLean, VA

Infrastructure Solutions Group

Walldorf, Germany

Sun professionals in the Infrastructure Solutions Group, iForce Ready Centers, and iForce Competency Centers for SAP Solutions located around the world, are experts in defined proven SAP methodologies that facilitate successful implementation and enable knowledge transfer of Sun technology, tools, and best practices.

## Java Technology Center

With the advent of standards-based application enabling platforms, Java has become an important component of fast Return on Investment (ROI) in enterprise IT projects. To support and promote the integration of Java technologies into SAP engineering and products, the Java Technology Center was exclusively founded between Sun and SAP. Today, engineers out of the center support Java projects in almost all major components of SAP NetWeaver. With its role in support of Web services and resource provisioning, Java technology is becoming the link between business processes and their components. While alternative application enabling stacks collaborate through connectors, Sun is integrating with SAP NetWeaver through technology.

## Customer Excellence Program

The Customer Excellence Program for SAP Solutions on Sun provides customers with the opportunity to share their success with press and analysts worldwide, as well as prospective SAP and Sun customers. The Customer Excellence Program promotes participating customers as leaders in their respective fields who utilize advanced technology and innovative business practices to maintain a competitive advantage.

Sun offers a comprehensive rewards program allowing numerous ways for customers to accumulate credits that can be redeemed for a full-range of benefits. Customers can earn credits by participating in reference activities, such as providing quotes, success stories, site visits, and speaking engagements. In return, the program rewards customers with a valuable set of benefits—all at no cost.

## Services

Global networks are designed to span the entire enterprise, extending to customers and partners. That's why many companies build their enterprise on open Sun systems and SAP solutions, recognized leaders in mission-critical computing. Sun understands that technology leadership alone is not enough. A network this crucial to success demands world-class service and support through every phase of its life-cycle—from initial development to enterprise-wide deployment and ongoing system management.

Sun's broad range of services and dedicated SAP solution support specialists make it easier for IT organizations to architect, implement, and manage a premier SAP business solution. To help ensure a higher quality of service, system availability, and customer satisfaction, Sun supplies SAP customers with a wide array of global service options in the following fields:

- **Expert Consulting Services**

Sun experts assist customers with migration, installation, upgrades, application performance tuning, high-availability checks, and deployment.

- **Educational Services**

Sun offers a wide range of education consulting programs and training courses to complement SAP's own education and training curriculum. Sun's flexible, innovative, real-world learning options include:

**Skills Assessment Packages:** Sun's education consultants can help identify employees' technical strengths and weaknesses, enabling companies to spend training dollars wisely. Using a Web-based Individual Technical Profile (ITP) system, Sun can quickly assess training needs and make training recommendations.

**Education Consulting Services:** Sun can help assess learning requirements, design and deliver training solutions, validate and measure results, and integrate individual elements to increase the value of training initiatives.

**Customized Curriculum:** Sun's education consultants can develop custom courseware and certification exams that meet a company's unique needs.

**Java™ Technology Training and Certification:** Sun offers four Java technology certification paths that can help employees build their careers with industry-recognized credentials, increase their skills, and distinguish themselves from peers.

• **Support Services**

**The Sun Vendor Integration Program (SunVIP™):** This program is designed to provide fast resolution of multi-vendor interoperability issues. Mutual call-handling procedures and problem management processes between Sun and SAP are in place and ready to implement when customers need support. Sun and SAP will work hand-in-hand to help analyze, isolate, and resolve hardware and software problems.

**Sun Joint Support Center for SAP Solutions (JSC):** The JSC provides 24/7 worldwide support for rapidly resolving interoperability issues between Sun hardware and SAP solutions. A step beyond the SunVIP program, the JSC provides SunSpectrum Platinum™ level support to all Priority 1 requests. Other JSC services include Sun Remote Services (SRS) 24/7 event monitoring and management; mission-critical escalation; staff skills assessments; patch management; access to the Online Support Center (OSC) for Web-based support; and use of the SunSolve Online™ database.

Customers can take advantage of additional JSC services including:

**Sun RAS Profile:** A comprehensive assessment designed to identify those areas where businesses can improve operational efficiency and increase mission-critical reliability of their Sun systems.

**On-Site Parts Inventory Service:** Sun creates and manages configuration-specific spare parts at the customer's location.

**Site-Resident Sun System Support Engineer:** A dedicated, full-time Sun engineer located at the customer's facility, to help ensure the highest levels of systems availability.

**Combined Excellence — Sun and SAP**

Throughout the ten-year partnership between Sun and SAP, innovation has fostered integration. This concept represents both the development and technology at work behind the scenes. Sun and SAP have a mutual long-standing commitment to customer satisfaction while providing scalability and reduced integration costs to customers.

With SAP solutions running on Sun, customers can build-in the flexibility needed to make their e-business solutions successful, based on an open, scalable infrastructure that limits risks and helps protect investments.

**Get the details.**

To find out more about SAP on Sun, contact your local Sun or SAP sales representative or visit [www.sun.com/sap](http://www.sun.com/sap)

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