

# PRODUCT SHEET



# Basis Consulting offerings for SAP Operation:

Basis Consulting is a SAP Certified Provider of Hosting Services and SAP HANA Operations Services. Our Data Center is specially designed for SAP and we keep the operation of SAP applications secure and simple for our customers

## OUR PRINCIPALS FOR THE HOSTING SERVICES (PRIVATE CLOUD) ARE:



### OPEN SOURCE:

Open source reduces costs, gives better performance, facilitates interoperability and encourages innovation



### 24/7/365 SUPPORT:

We run 24/7/365 Support to ensure stable operation of your SAP systems



### STANDARDIZATION:

Reducing the number of tools and processes we have to address the same basic need makes us work smarter



### COMPLIANCE:

We are logging who, when, what and where. Regular audits by SAP and by external audit companies



### AUTOMATION:

Minimize costs due to manual errors and inefficiency.



### KEEP IT SIMPLE:

Most systems work best if they are kept simple rather than made complicated; therefore simplicity is a key goal in our design

## Our offerings for SAP Operation

comes in three flavours from monitoring services to full SAP hosting including operation:

### ■ SAP Hosting (Private cloud)

We operate the total SAP landscape in our own data center and provide support from the server rack to SAP basis support. This is a standardized and automated service where we have the control from the data center to the SAP basis (Netweaver) layer

### ■ SAP Remote Operation

We operate the total SAP landscape in customers or 3.party data center from the Operating system to SAP basis (Netweaver) layer. The same automated services and procedures as in SAP Private Cloud are used

### ■ SAP Monitoring

We provide the same monitoring setup as in SAP Private Cloud and SAP Remote Operation to the choice of customer access point. Additional operation services can be provided

# Basis Consulting datasheet for SAP Hosting (Private cloud)

Services marked \*is optional



## IT Service Management

*Our policies and processes to support the way we plan, deliver, operate and control SAP*

**Service Desk:** Process for incident, problem and change:

- ◆ Customizable Service desk towards customer choice
- ◆ Customer can bring in additional SAP partners in Service desk
- ◆ No dispatcher - support tickets goes directly to experts

**SLA:** Our Service Level commitments:

- ◆ Customer flexibility for Primary hours and Secondary hours
- ◆ Customer flexibility for Uptime SLA demands
- ◆ SAP Response times service level guaranteed
- ◆ SLA Meetings included in service

**Duty on Call:** Service window and response time:

- ◆ 24/7/365 telephone support and web interface
- ◆ Response Time Incident - Down to 15 min commitment
- ◆ Response Time Problem - Down to 1 hours commitment
- ◆ Response Time Change - Next business day commitment

**SAP Support:** Setup and configuration towards SAP:

- ◆ OSS connection to SAP or customers SAP Partner
- ◆ SAP Marketplace system maintenance and connections to customer landscape

**Customer Portal:** Customer portal for SAP operation status is included:

- ◆ 2-factor login authentication
- ◆ Monitoring status for SAP application, Hardware and WAN connection
- ◆ Disaster Recovery process between customer and Basis Consulting
- ◆ Your Service Level Agreements documented
- ◆ Service Desk - All open and closed ticketshistory
- ◆ Contract documents and billing history
- ◆ All contacts between customer, partners and Basis Consulting documented
- ◆ All SLA reports and minutes of meetings available as pdf's
- ◆ All firewall openings documented dynamically
- ◆ Customers SAP systems, databases and versions documented



## SAP Operation Services

*Standardization, automation and keep it simple using open source tools is our recipe for our SAP Operation.*

**Real time** monitoring from Icinga

- ◆ SAP (25 monitoring checks)
- ◆ Ports (20 port checks)
- ◆ Disk (5 disk checks)
- ◆ Database (14 checks)
- ◆ Backup (5 backup checks)
- ◆ Hardware and network (15 HW and connectivity checks)
- ◆ Disk System (8 disk checks)

**Daily Checks** on production systems

- ◆ Lock entries
- ◆ Database checks
- ◆ Workload
- ◆ Transports
- ◆ Spool
- ◆ System checks

**Server Virtualization:** Based on Xen or KVM Hypervisor

- ◆ SUSE, RedHat, Ubuntu and Windows are supported OS's

**Hardware administration**

- ◆ Capacity Management and sizing
- ◆ OS upgrades and patching
- ◆ Security Patching

**Storage administration**

- ◆ SAP Snapshots
- ◆ \* SAP Clones
- ◆ SAP Backup from snapshots
- ◆ Backup placed on secondary site
- ◆ Backup Retention on customer request

**Monitoring** from Solution Manager

- ◆ Early Watch Alert Reports (EWA)
- ◆ Service Level Reports (SLR)
- ◆ CCMS-agents
- ◆ \* End-to-End Monitoring
- ◆ \* Business Process Monitoring
- ◆ \* ChARM

**Quarterly Checks** on all systems

- ◆ SAP Security Notes (RED)
- ◆ ST-PI and ST-API Plug-Ins
- ◆ Valid maintenance certificate
- ◆ New Kernel
- ◆ SAP CR Content

**Quarterly EWA reviews**

- ◆ Security recommendations from SAP

**HR-DR:** Options for HADR:

- ◆ \* Mirror to site 2 using disk replication
- ◆ \* SAP HANA Asynchronous System Replication

**Firewall administration**

- ◆ Short lead time on firewall changes
- ◆ All IP/port openings dynamically documented in customer portal

**Database administration:** Optional databases are DB2, Oracle, Sybase, MaxDB or HANA

- ◆ Database patching
- ◆ Security patching
- ◆ Reorg

# Basis Consulting datasheet for SAP Hosting (Private cloud)

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## Security Services

Our Security service provided a layer to ensures adequate security of the systems and of data communications

### \*SIEM (Security Information Event Management):

real-time analysis of security alerts from:

- ◆ Saprouters
- ◆ Web servers
- ◆ IDS
- ◆ SAP servers
- ◆ Web-dispatchers

### \* Proteus: Secure Web gateway between SAP and Internet

- ◆ SingleSignOn, SAML based
- ◆ 2-factor authentication
- ◆ Integration to SAPCUA

\*IDS Intrusion detection system (IDS): Monitors network and system activities for malicious activities or policy violations:

- ◆ Events checked by duty on call consultant
- ◆ Integrated in SIEM console

**Firewall:** controls the incoming and outgoing network traffic

- ◆ Zone based
- ◆ CMDB integrated with full change control
- ◆ per user granularity

**Antivirus:** Spyware and malware protection

- ◆ Linux: ClamAV
- ◆ Windows: Trend Micro



## Network Services

With our flexible network setup we can easily integrate our private cloud into your corporate network for seamless user experience.

**WAN connectivity:** Options for connections

- ◆ Site-to-site IPSEC
- ◆ GRE/IPSEC/ VTI
- ◆ IPVPN/MPLS
- ◆ Leased lines

**Core Network :** Core spec

- ◆ 10Gbps, DCB,
- ◆ Unmetered bandwidth
- ◆ Dedicated routing domain
- ◆ Non-blocking L2 redundancy

**Remote Access VPN :**

- ◆ Standards based (IKEv2, MOBIKE)
- ◆ OS built-in clients
- ◆ Support for Win8, win10, IOS, Android, OSX



## Data Centers

Our hosting services are placed at data centre housing specialist in Norway with fiber network connections and low latency between data centers.

**Data center 1:** Oslo

- ◆ Security fencing
- ◆ On site 24/7 manned monitoring and security presence
- ◆ Two separate power grid connections
- ◆ Redundant UPS and diesel generators
- ◆ Redundant cooling systems
- ◆ Diverse underground fibre entry points
- ◆ Early smoke detection system
- ◆ Argonite fire suppression system

**Data center 2:** Oslo

- ◆ On site 24/7 manned monitoring presence
- ◆ UPS and diesel generator
- ◆ Multiple cooling systems
- ◆ Diverse underground fibre entry points
- ◆ Automatic Fire detection and fire brigade callout.

**Data center 3:** Trondheim

- ◆ On site 24/7 manned monitoring presence
- ◆ UPS and diesel generator
- ◆ Multiple cooling systems
- ◆ Diverse underground fibre entry points
- ◆ Automatic Fire detection and fire brigade callout.



## Certifications & Compliance

To comply with laws, rules and regulations

### Certifications from SAP AG

- ◆ date: 2008.12.16 (SAP Hosting Services)
- ◆ date: 2011.01.20 (SAP Hosting Services recertified)
- ◆ date: 2013.11.26 (SAP HANA Operations Services)
- ◆ date: 2013.03.14 (Hosting Services recertified)
- ◆ date: 2015.03.11 (Hosting Services recertified)
- ◆ date: 2015.03.11 (SAP HANA Operations Services recertified)
- ◆ date: 2017.04.30 (Hosting Services recertified)
- ◆ date: 2017.04.30 (SAP HANA Operations Services recertified)

### \* Certifications ISAE3402 Type II

- ◆ Independent service auditor's report
- ◆ Documenting the organisation's controls
- ◆ Tests of operating effectiveness

### \* ISO 27001 Compliance

- ◆ Logging of all access (logical and physical)
- ◆ Certified ISO 27001 consultant
- ◆ Internal audits conducted periodically





# ABOUT BASIS

Basis Consulting is a Certified as SAP Advanced hosting partner and SAP certified in SAP HANA Operation Services.



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Visit us at [www.basis-consulting.com](http://www.basis-consulting.com)

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