



PUBLIC

Backing Services Strategy for SAP Cloud Platform Frequently Asked Questions (FAQ)

Version 1.2

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SAP Cloud Platform’s strategy will transform to deliver a unique business technology platform, providing customers the business services needed to solve their business problems efficiently. With a strong foundation of decades of business process knowledge and excellence, SAP wants to strategically invest in areas which differentiate us, such as business services, and move away from providing standard, commodity technical services where hyper-scalers are already market-leaders.

As a first step towards this strategic goal, we will retire the SAP ‘managed’ open-source backing services offerings – PostgreSQL, MongoDB, Redis and RabbitMQ, from SAP Cloud Platform. Going forward the platform will enable integration with hyper-scalers and consumption of respective native alternatives (if available), by applications built on the platform. This in turn will help customers leverage hyper-scaler technology innovations within their SAP landscapes.

GLOSSARY

| Term | Definition |
|-------------------------------|--|
| SAP Cloud Platform | SAP Cloud Platform is the agile platform-as-a-service (PaaS) for digital transformation, with comprehensive application development services and capabilities that allows businesses to collect, manage, analyze and leverage information of all types, to extend and connect to business systems, and to innovate new edge scenarios to allow the business to continuously adapt and advance. Customers and partners will be able to explore and consume eligible SAP Cloud Platform services using subscriptions or cloud credits. |
| SAP Managed backing services | Refers to the 4 open-source service offerings – PostgreSQL, MongoDB, Redis and RabbitMQ made available on SAP Cloud Platform as ‘managed’ database-as-a-services i.e. SAP handles the management of database instances like |
| Hyper-scalers | Refers to massive companies like Google, Microsoft, and Amazon that are making efforts to not only dominate the public cloud and cloud services industries, but to expand their business into numerous related vertical – <i>definition by www.digitalreality.com</i> |
| CPEA | Consumption-based commercial model which was launched at FKOM 2018. The Order Form for the customer to get access to this commercial model is called CPEA. |
| Consumption-based model | A consumption-based commercial model relies on the fundamental philosophy that customers pay according to the amounts of services that they use or consume. This is one of several prominent pricing models in cloud computing services and other types of IT vendor services. |
| Global Account | Global accounts are hosted environments that represent the scope of the functionality and the level of support. Global accounts can contain one or more sub accounts. A GA is also a commercial representation of a customer’s contract with SAP. |
| Sub account a.k.a. Subaccount | Subaccounts that allow you to deploy applications, use services, and manage subscriptions on SAP Cloud Platform |

RETIREMENT OF SAP 'MANAGED' BACKING SERVICES

When will the SAP 'managed' offerings be retired from the platform?

The SAP 'managed' offerings for PostgreSQL, MongoDB, Redis and RabbitMQ will be removed from the pricelist starting Q3/2019 i.e. July 15th and are scheduled to be retired as of Jan 15, 2020.

What is the significance of the dates mentioned above?

Removal from pricelist – Q3/2019: No new subscription/partner contracts can be created for the 4 backing services starting July 15th, 2019.

Retirement from platform: No new CPEA contracts will include entitlements for the 4 backing services starting January 15th, 2020.

Will the SAP managed services be retired for all providers & data centers – AWS, Azure, GCP?

Yes.

How does this retirement affect existing customer contracts?

All customers who have existing contracts which include these services, will continue to be fully supported until end of contract period.

If existing customers have unused quota/entitlements for these services, can they still be used post July 2019?

Yes. There will be no restrictions for customers to use already purchased entitlements.

My current subscription contract includes one of the 4 backing services and is up for renewal. What is the recommended approach for renewal?

Kindly reach out to your SAP Account Executive or Customer Engagement Executive for renewals.

My current subscription contract includes one of the 4 backing services. I want to buy additional quota/entitlement for one of the 4 backing services. What is the recommended approach for the same?

Upsells of 'managed' services to existing contracts will be possible. *Note: Upsells do not affect the contract end dates.* Kindly reach out to your SAP Account Executive or Customer Engagement Executive.

We are also in the process of on-boarding these services to SAP Store for Low/No touch procurement (Upsells only) in the near future.

Will 'managed' services have any replacements or alternatives which will be added to the pricelist?

No. There will not be any replacements for the 4 open-source backing services added to SAP pricelist.

Will the SAP 'managed' service plans – 'dev' plans also be removed from SAP Cloud Platform trial?

Yes, any new trial account created starting July 15th, 2019 will not have the 'dev' plans of the 4 backing services. If your trial account was created before July 15th, then the 'dev' plans will be available for the next 90 days (including the 2-time extension period of 30 days each).

Will the SAP 'managed' services be removed from the partner pricelists?

Yes, the services will also be retired from all Partner pricelists starting Q3/2019 (July 15th).

What will be the recommended alternative offerings, now that the 4 open-source backing services are being retired from the platform?

SAP recommends evaluating if SAP HANA database would fit your storage requirements and similarly check if SAP Enterprise Messaging can fit your messaging requirements. If this is the case, then please reach out to your Account Executive (AE)/Customer Engagement Executive (CEE) to include these services into your contract.

If for any reason (technical/commercial), HANA and Enterprise Messaging do not work, then it is recommended to evaluate hyper-scaler alternative offerings.

Will SAP provide a migration tool to help customers move from SAP managed offerings to hyper-scaler offerings?

SAP plans to deliver a guide/documentation to export data from SAP 'managed' PostgreSQL and import it to the corresponding hyper-scaler PostgreSQL offerings in the coming days.

For other services, we do not have a 1:1 replacement on hyper-scalers. Hence SAP will only provide documentation on how to export data from 'managed' service instances. For data import, the corresponding hyper-scaler service documentation should be referred.

No automatic migration tool would be provided because of the numerous permutations of offerings provided by different hyper-scalers.

BACKING SERVICES - HYPERSCALER STRATEGY & BYOA

What is the reason for going towards hyper-scalers for backing services?

SAP Cloud Platform has been built on the principles of 'openness' and providing 'freedom of choice' to customers. SAP wants to strategically invest in areas which differentiate us, such as business services.

Meanwhile, hyper-scalers are investing heavily on bringing technology innovations and open-source technologies to their portfolio. So, we will 'open-up' the platform and enable/encourage partnering with hyper-scalers to bring these technologies to our customers. This is our vision of partnering with hyper-scalers for open-source backing services and to have a 'win-win' strategy.

How can I consume hyper-scaler services on SAP Cloud Platform?

Hyper-scaler services can be consumed on SAP Cloud Platform by following the BYOA (Bring-Your-Own-Account) approach.

What is meant by the BYOA approach for hyper-scaler service consumption?

Customers would be required to purchase the necessary technical services directly from the hyper-scaler of their choice – Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP), etc. SAP will not provide hyper-scaler accounts from the platform.

The hyper-scaler services can then be created in these accounts and consumed using SAP Cloud Platform applications.

Note that it is highly recommended to procure and create the hyper-scaler account in the same (or closest) data center/region, where your SAP Cloud Platform account currently resides. This decision would have an impact on any latency/performance requirements of your cloud application.

Can I connect an existing hyper-scaler account, or should I create a new account to follow the BYOA approach for hyper-scaler service consumption?

Any - existing or new hyper-scaler account, can be used for the BYOA approach.

Note that it is highly recommended to procure and create the hyper-scaler account in the same (or closest) data center/region, where your SAP Cloud Platform account currently resides. This decision would have an impact on any latency/performance requirements of your cloud application.

Should I register my hyper-scaler account as a ‘Resource Provider’ to consume services on SAP Cloud Platform?

Resource Provider creation and registration of your hyper-scaler account is not required to consume services on SAP Cloud Platform. This is because the hyper-scaler services will be consumed directly over public endpoints.

How about the trial experience for hyper-scaler services? Will this also follow the BYOA approach?

Yes. The main objective of a platform trial is to provide a taste of what customers can expect when they go productive on SAP Cloud Platform. Hence, the same BYOA approach should be used to consume hyper-scaler services on SAP Cloud Platform trial.

Note that many hyper-scaler services offer what is known as a Free Tier or Trial flavor. Please check the availability of this flavor in your region for the required service. If available, this can be used with SAP Cloud Platform trial accounts to realize the trial experience.

BACKING SERVICES ON HYPER-SCALERS

Is there any pre-requisite setup required on my hyper-scaler account to be able to connect to SAP Cloud Platform?

The exact setup required will differ with every hyper-scaler provider. For example, on AWS it is required that you create a dedicated Virtual Private Cloud with a Public Sub-Net in order to provision your service instances for isolation and management purposes. We plan to release step-by-step blogs detailing the pre-requisite setup required (for different hyper-scale providers) in the days to come.

I am aware that SAP Cloud Platform used to provide 4 managed open-source backing services – PostgreSQL, MongoDB, Redis, RabbitMQ; can I find services on hyper-scalers which can be used instead?

SAP recommends SAP HANA and SAP Enterprise Messaging for your storage and messaging requirements. If due to any technical and commercial constraints this recommendation does not work, it is then advised to turn towards hyper-scalers.

The hyper-scaler ‘alternative’ is indeed dependent on the required service. The relational database PostgreSQL has a 1:1 alternative natively available on almost all hyper-scalers. Whereas for other services, a service offering similar to the one on SAP Cloud Platform may not be found on most hyper-scalers. You will need to validate this on a case-to-case basis before making a decision. Some recommendations for hyper-scaler alternatives:

| | AWS | Azure | GCP | AliCloud |
|------------|-------------------|-------------------------|---|-----------------------------|
| PostgreSQL | Amazon RDS | Azure DB for PostgreSQL | Cloud SQL for PostgreSQL | ApsaraDB RDS for PostgreSQL |
| MongoDB | Amazon DocumentDB | Azure CosmosDB | Not available; only partner offering on marketplace | ApsaraDB for MongoDB |
| RabbitMQ | Amazon MQ | Azure Service Bus | Google Cloud Pub/Sub | Message Queue |
| Redis | ElastiCache | Azure Cache for Redis | Memorystore | ApsaraDB for Redis |

How can I create and manage hyper-scaler service instances?

Hyper-scaler service instances need to be created and managed directly using the hyper-scaler administration UIs/consoles (Example: AWS Console on Amazon) or supported command line tools. Currently this will not be supported from within SAP Cloud Platform.

Will the hyper-scaler service offerings be made available on SAP Pricelist in the future?

No. There are currently no plans to offer hyper-scaler services on SAP's Pricelist. The services need to be directly purchased from the hyper-scaler by customers.

How can I consume hyper-scaler services on SAP Cloud Platform applications?

The default recommended mechanism to consume hyper-scaler services on SAP Cloud Platform is using a Cloud Foundry approach called UPS – User Provided Services. A pre-requisite for this approach is that the service should be exposed via a public endpoint.

SAP also plans to release a service broker which can aid in creation and management of hyper-scaler services from within SAP Cloud Platform, but this may not be available for all services.

I have created a public endpoint for my hyper-scaler service. How can I use this as an UPS?

There are well-documented steps <https://docs.cloudfoundry.org/devguide/services/user-provided.html> to register your service as a UPS on SAP Cloud Platform. Once registered, you can manage lifecycle operations like create/update/bind/unbind/delete, of your UPS like any other Cloud Foundry service instance. The UPS paradigm will also be beneficial, if your service/application follow the MTA (Multi-Target Application) approach for development.

Who should I contact in case of issues with hyper-scaler services? Will SAP play any intermediary role?

As you have directly purchased services from the hyper-scaler, in case of issues, it is recommended to reach out to the corresponding hyper-scaler support channels directly. SAP will not provide support nor mediate support discussions with the hyper-scaler. SAP support will be applicable to services purchased from us.

What is the major difference in support models between SAP 'managed' and hyper-scaler services?

As the name indicates, in the case of SAP 'managed' services, SAP was responsible for managing i.e. providing 'Day2' operations like version upgrades, patching, maintenance window scheduling, backup/restores, etc.

For hyper-scaler services which are purchased directly, you(customers) would be responsible to setup and manage the 'Day2' operations. SAP will not be involved in this case.

What Service Level Agreements will be applicable to hyper-scaler services?

Any SLA promised by the hyper-scaler for their corresponding service offering will be directly applicable. Note that, SAP Cloud Platform application SLAs would be dependent on the agreed SLAs for the underlying consumed hyper-scaler service.

Any SLA degradation issues, SLA credit issues with the hyper-scaler service offerings should be taken up directly with the hyper-scaler contacts/support channels.

How will the billing procedures change with the introduction of hyper-scaler services?

As administrators/owners of the hyper-scaler account, the billing procedures will need to be agreed directly with the relevant hyper-scale provider. This will be in addition to your existing billing practices with SAP Cloud Platform.

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