ENSURING A SUCCESSFUL MaxDB™ DATABASE MIGRATION

Your impending migration to MaxDB™ is an important step toward improving your company's operations. Is your SAP implementation well prepared? Are you? To ensure that your database migration goes smoothly, take advantage of our support service. We help with performance tuning, database monitoring, and SQL performance optimization for MaxDB during the migration process.

Migration Support Is Key

Moving your corporate data from your current database management system to MaxDB™ ensures that your data resides in a fully integrated system architecture. Careful planning and expert advice can help you avoid typical migration problems. In the worst case, incorrect database parameters or performance bottlenecks could slow your mission-critical applications. If your end users experience too great a deterioration in service, they might lose faith in your organization and resist your initiatives. SAP offers the kind of expert assistance that ensures a smooth and successful transition to your new database.

Maximum Support for Maximum Performance

A dedicated technical expert for three days is the core of the MaxDB migration support offering from the SAP® Managed Services organization. You have one contact person for the migration to MaxDB during the critical go-live phase. This means you get direct access to the expert knowledge and solid experience of our consultants in performance tuning, application optimization, and knowledge transfer. During practical workshops that focus on best practices, you become the experts. By helping you help yourselves, we ensure your ability to support your database solution in the future.

What You Get from MaxDB Migration Support

You get maximum know-how with maximum flexibility from our comprehensive support offering. We tailor our support service to your individual requirements and preferences.

Our migration support includes the following:
- Performance support for the database migration
- Analysis of database problems, for example, in database parameters and SQL performance
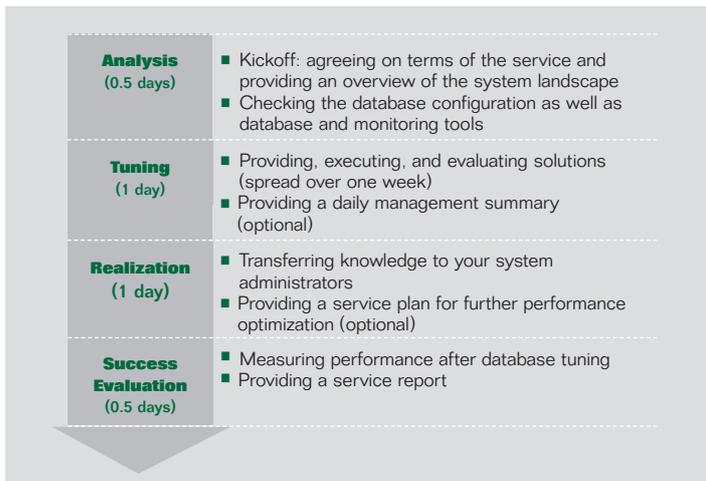- Analysis of hardware bottlenecks

- Management of contact with SAP and MaxDB experts in case of problems
- Establishment of a database-monitoring strategy according to your needs
- Delivery of a database-monitoring workshop customized to your organization
- Follow-up service report on database performance one week after migration

We offer the following additional services:
- Additional remote monitoring after one week
- Daily reporting to IT management during the migration process (if required)
- Setup of system monitoring using the SAP Solution Manager tool

Analysis (0.5 days)	■ Kickoff: agreeing on terms of the service and providing an overview of the system landscape ■ Checking the database configuration as well as database and monitoring tools
Tuning (1 day)	■ Providing, executing, and evaluating solutions (spread over one week) ■ Providing a daily management summary (optional)
Realization (1 day)	■ Transferring knowledge to your system administrators ■ Providing a service plan for further performance optimization (optional)
Success Evaluation (0.5 days)	■ Measuring performance after database tuning ■ Providing a service report

The Optimal Plan for Optimal Performance

Benefits of MaxDB Migration Support: Safeguarding Your Most Valuable System Assets
Safety
Performing a database migration is a crucial challenge for the responsible administrators. Giving those administrators a solid grounding in the performance aspects reduces the risks inherent in the migration.

Continuity
By avoiding performance problems during the database migration, you minimize the risk of downtime, business loss, and user resistance. Using the knowledge gained during the migration progress, your database administrators are able to perform ongoing performance checks in subsequent weeks.

Flexibility
You receive service and support tailored to your needs. Beyond the standard migration services, you get quick response to and analyses of system problems and thorough knowledge transfer to your database administrators by the consultant. You gain the ability to react efficiently and effectively to problem situations during those critical first days after the database migration.

Competence
Our experienced consultants have been safeguarding SAP customers in critical projects like go-lives for many years, so they bring extensive experience to bear on your issues.

Know-How
With a well-planned monitoring strategy, you are able to identify potential bottlenecks before they endanger your business processes. Your employees become adept at dealing with problems. With a smoothly running database, your end users experience a higher level of satisfaction.

For More Information
To find out more about this or other services from SAP Managed Services, please contact the following:

You can also e-mail your contact information to **performance@sap.com** or visit us online at **www.saphosting.com**.