

Hitachi Managed Cloud Services for SAP

Delivered by oXya, A Hitachi Group Company

Hitachi Consulting & oXya, a Hitachi Group Company, have joined forces to provide comprehensive cloud managed services for SAP. Founded in 1998 and acquired in early 2015 by Hitachi, oXya is a leading provider of managed services and cloud solutions for SAP systems.

Key Differentiators

Assigned Team of Experts. Know your team members by name and call them directly, and they'll know your SAP environments in detail – from SAP Basis to the Data Center floor, and everything in between.

Onshore / Nearshore and Global. Your assigned oXya team is located nearby where you need them and available 24x7.

All-Inclusive Pricing. For a low, fixed monthly fee, you'll receive all the technical support you'll need for your SAP systems.

Satisfaction Included. 98% of oXya customers are "completely satisfied" with our services based on 2016 survey results.

Powered by Hitachi. oXya managed cloud services are powered by cutting-edge Hitachi infrastructure.

Fast Facts (oXya and HCC)

- SAP Managed Services customers: 375
- SAP customers, projects: 1,000+
- Full-time SAP experts worldwide: 800+
- SAP HANA customers: 65+
- SAP S/4HANA customers: 20+
- Worldwide delivery centers:
 - USA: Somerset, NJ, Dallas, TX, San Jose, CA
 - Canada: Montreal and Toronto
 - France: Lille and Emerainville
 - China: Shanghai
 - Japan: Tokyo

SAP Basis Administration Services (Included)

- Security Management (customer defined)
- Incident Resolution and Problem Management
- Performance Optimization (entire Platform Stack)
- DB Management
- OS Management
- VMware Management
- Backup and Recovery Management
- Cluster Technology Administration
- Patch Management (SAP Basis, DB, OS / VM, Infrastructure)
- SAP load balancing
- Change Management (customer integrated)

- Capacity Management
- SAP Instance Refresh (customer defined)
- SAP HANA Performance Analysis and Management

Reporting / Transparency

Real-time Access to Performance and Capacity Information

Global 24/7 Monitoring (Included)

- HANA / Any DB Performance, Alarms, Incidents
- Operating System Performance, Alarms, Incidents
- Backup Scheduling and Incidents
- SAP Basis Performance, Alarms, Incidents
 - Update Processes

- Lock Entries
- Logs
- Tasks and Batch Jobs
- Queues
- Archiving Jobs
- Events
- Print Spools

Disaster Recovery (Standard, not Optional)

Platinum SLAs Included (low RPO/RTO)
 DR Planning, Testing, Execution Included
 Priority 1 & 2 – Immediate Response
 Priority 3 – Same Day Response
 Priority 4 – Next Day Response

oXya is a trademark or registered trademark of oXya, a Hitachi Group company.



14643 Dallas Parkway
 Suite 800, Dallas, TX 75254 USA
www.hitachiconsulting.com

Ph +1214 665 7000
 Fx +1214 665 7010

Hitachi Consulting is a leading global professional services company and business integrator for the IoT era. We engage with clients to solve complex business challenges with innovative and integrated solutions across industries in the spirit of our parent, Hitachi, Ltd., a global leader in technology and social innovation.

© 2017 Hitachi Consulting Corporation. All rights reserved.

July 2017