opentext™

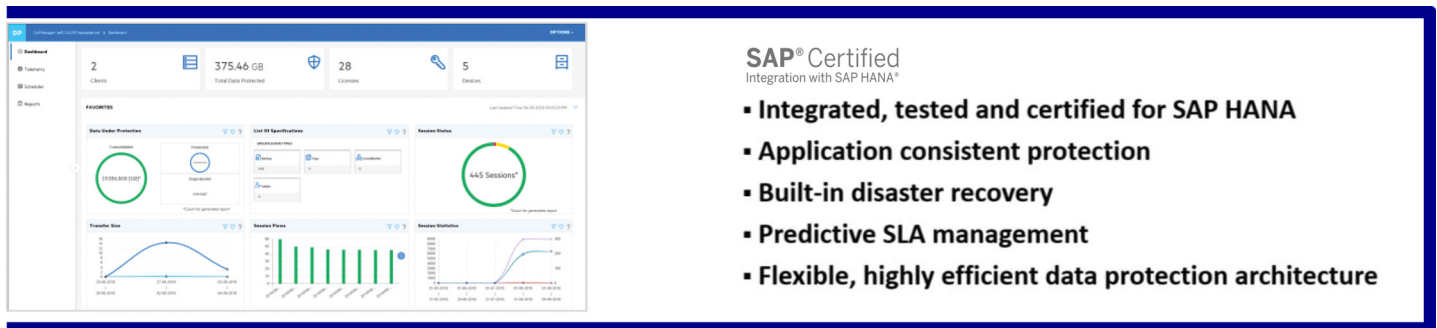# Data Protector

Build a comprehensive data protection strategy for your SAP HANA environment with OpenText Data Protector.

Figure 1. The Benefits of using Data Protector with SAP HANA

Elevator Pitch

Providing uninterrupted access to mission-critical applications is a top priority for many IT organizations, requiring systems and processes to adapt rapidly to new technologies and business models. Many organizations are having considerable success in this transformation through the use of SAP HANA. SAP HANA has evolved from an in-memory computing platform that allows users to perform real-time analytics to a generalpurpose data management platform.

One of the challenges when adopting SAP HANA is reliably protect the data generated by this mission-critical application. SAP HANA has rigorous requirements of continuous availability with close to 100% uptime and very low RTOs and RPOs. Protecting and recovering SAP applications is becoming increasingly difficult given growing application complexity, increasing data volumes, and rising business demands.

An SAP-certified OpenText™ Data Protector is known as one of the best solutions for protecting SAP environments on the market today and can efficiently address the backup requirements of SAP HANA applications. It enables highly scalable, centrally managed data protection with single and multinode cluster deployments. An integrated, high performance, scalable software solution offers centralized management, media management, reporting and analytics for performance tracking and resource utilization, enabling automation, higher uptime, cost efficiencies and most importantly—compliance.

The Opportunity

Market disrupter: Enterprises running SAP applications on Oracle or IBM DB2 databases and non-Linux OSs must migrate to SAP HANA by 2025.

While SAP HANA native backup tools, i.e., HANA Studio, automatically save data from memory to disk at regular savepoints, these are tactical tools without a long term view. An enterprise backup solution is essential to augment them to address these data protection requirements:

- Protect against disk failures, logical damage, human error, app bugs
- Create full backups and store them off-site on a different medium for Disaster Recovery
- Reset the database to an earlier point in time
- Restore the underlying operating system and configuration
- Create additional database copies
- Meet audit, legal and compliance needs

Who Do We Sell To?

Current ITOM & SAP HANA customers who don't have Data Protector. Data Protector will enable them to:

- Standardize across their environment with ITOM products
- Leverage DP integrations with ITOM such as BVD and OO
- Deploy a single, comprehensive data protection solution across their full hybrid IT environment

Current Data Protector & SAP HANA customers who don't currently use DP to back up SAP HANA apps. Data Protector will enable them to:

- Leverage DP capabilities to protect SAP HANA application data
- Eliminate point products for backup and standardize on a single, centrally managed solution
- Enable operational efficiencies from integrations with cloud/storage

option like HPE StoreOnce, Dell EMC Data Domain, AWS S3, Azure.

Customers with DP and SAP HANA to upgrade to DP10.10 so that they can:

- Take advantage of the newest capabilities in the latest release such as built-in reporting
- Single step upgrade from DP 8.x, 9.x or 10.x to the latest release
- Leverage simplified licensing structure and be part of CAP

Buyer Personas

- **VP of Infrastructure**—cares about business value reporting on performance, availability, metrics
- **SAP Architects**—provide the integration approach and bring various teams together. How will it integrate into my current infrastructure; how should it be operated on a daily basis?
- **SAP Basis team**—ensures that all SAP components communicate with each other without negative impact on end user or performance. Install updates, monitor for errors and tweak SAP to be fast, reliable.

Opportunities

- A single backup & recovery solution across legacy and virtual environments, mission critical applications & databases; can augment MF solutions for security, governance, ITOM, etc.
- Implement DP as a core part of business continuity strategy
- Implement a backup strategy to augment SAP native backup tools, meet recommended best practices
- Establish a continuous availability strategy that will enable a close to 100% uptime across SAP apps

- Achieve very low RTOs and close to zero RPO in a cost-effective way
- Gain optimization through storage integration (i.e., HPE Store Once and StoreEver)
- Gain compliance through analytics

Discovery Questions to Guide the Conversation

- Can you effectively track and manage your SLAs with your current solution? Have you experienced any downtime for SAP applications? Have you had any data loss?
- What is your disaster recovery strategy today? Is it built-in into your current backup solution?
- Is your current backup solution SAP HANA-certified? Are you using any customized scripts to support it?
- How are you monitoring and reporting today? Are you using analytics to gain insight into the environment to manage it better?

Solution Benefits

Integrated, Tested and Certified for SAP HANA Environments

- A single backup solution w/ITOM integrations: BVD, OO, more soon
- Customers can meet all SAP recommended best practices incl. backup of configuration files, keeping full backups off-site on any media, keeping a full copy of backup data on disk/tape/cloud.
- Centralized management and administration
- Integrations with storage & cloud: (1) EMC Data Domain (2) Cloud options (AWS, Azure, etc.) (3) StoreOnce Catalyst: federated deduplication, automatic replication sync and out-of-box support

for Cloud Bank Storage; (4) HPE StoreEver/IBM and other ISVs tape for offload for long term retention

Application Consistent Protection

- The integration agent that works with SAP BackINT provides application consistent backup and recovery of SAP HANA databases. Multi-stream protection, point in time recovery, system copies.
- Tracking and management of log files enables database recovery to a specific point in time

Built-in Disaster Recovery

- Enhanced Automated OpenText™ Disaster Recovery (EADR) provides a single check box for backup of application and system data required for the initial boot process
- Bare metal recovery from or to physical and virtual systems from any backup set; bare metal recovery of the SAP HANA appliance itself
- B&R of the database as well as the underlying appliance OS

Predictive SLA Management

- Mission-critical SAP HANA environment require tracking and real-time monitoring of SLAs. Monitors and tracks SLAs in real time. Tracks backup success rates, storage resources and performance with built-in advanced reports.

Flexible, Highly Efficient Design

- Design enables parallel backup to several hundred devices
- Admins can scale to 100TB+/hr of throughput in a single session.

Objection Handling

Question 1: We already have backup from Veritas/Commvault/Veeam.

Answer: How is Veritas/Commvault/Veeam meeting your requirements for both, the backup and the appliance itself? What is the cost of ownership? (Probe for what is not working…)

Question 2: We are planning to buy HPE RMC-SAP HANA, don't need Data Protector.

Answer: Data Protector can complement HPE RMC with its monitoring, reporting, and capabilities. Data Protector is also needed when offloading backup data to tape.

Competitive Scenarios

Commvault
- Has SAP HANA Backint integration
- Windows-only based server platform
- Complex installation process
- Software-only deduplication

Veeam
- Directly competes with HPE Storage
- Has SAP HANA Backint plugin

Resources to Learn More
- Partner—SAP HANA and DP technical presentation
- Internal—SAP HANA and DP technical presentation
- DP for SAP external page w/Resources
- DP for SAP HANA BLOG
- Demo video
- DP for SAP HANA Solution Flyer
- Technical WP

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