FUJITSU

Hardware Maintenance and Software Support – At a Glance

Fujitsu delivers Maintenance & Support services for Fujitsu products and heterogeneous infrastructures out of one hand. These services are designed to increase the availability and to ensure safeguarding of customers' IT assets and operations. Installing new products and providing fast and reliable support either remotely, offsite or onsite with reactive and proactive support elements is our contribution to reduce costumers' total cost of ownership.
Fujitsu offers support services ranging from Support Packs for single products up to customized product support for multivendor environments.

Startup Services
InstallationPacks support the customer in the installation of storage and server products including the related operating software, as applicable. They grant fast start and reliable operation of the purchased system in the customer environment. In addition, Fujitsu provides installation services for heterogeneous and complex IT infrastructures according to the customer´s specifications.

Hardware Maintenance and Software Support
The offerings are available as
- Fujitsu Support Pack Hardware or Software
  with a defined service period between 1 and 5 years and up-front payment. Prolongation is possible.
- Fujitsu ServiceContract Hardware or Software
  starting with a service duration of 12 months and automatic prolongation. In addition, Fujitsu ServiceContract allows variable contract periods, flexible payment terms and customer specific service levels.

Hardware Maintenance
Hardware Maintenance complements Fujitsu's product warranty. It comprises reactive service elements focusing on diagnosis of hardware faults and their elimination by repair or replacement. The service is delivered remotely, offsite or onsite. Customers may choose:
- Service time, onsite response time and recovery time.
- Proactive service elements to enhance availability for selected products (e.g. System Health Check).
- HDD Retention authorizes customers to keep ownership of an exchanged storage medium (HDD or SSD).

Fujitsu Support Pack Hardware		Installation Pack	Hardware Maintenance Offsite *			Hardware Maintenance Onsite								HDD Retention
Selected Support Packs for PRIMERGY and ETERNUS are globally available in major business areas: ■ 9x5, next business day onsite response ■ 9x5, 4 hours onsite response ■ 24x7, 4 hours onsite response			Bring-In	Collect & Return	Desk-to-Desk/ Door-to-Door	Best effort	9x5			24x7				
							NBD	4 h	NBD	4 h	24 h	8 h	4 h	
							Onsite Response Time		Recovery Time	Onsite Response	Recovery Time			
Work Place Systems	Displays/Zero Clients		○	○	●									
	STYLISTIC Media Tablet				●									
	LIFEBOOK Allround		○	○		●	○	○						●
	LIFEBOOK Advanced/Superior & Pen Tablet		○	○		●	●	○	○	○	○	○		●
	ESPRIMO Allround		○	○		●	○	○						●
	ESPRIMO Advanced/Superior, FUTRO & CELSIUS		○	○		●	●	○	○	○	○	○		●
X86 Server	PRIMERGY	○				●	●	●	●	●	○	○	○	●
Enterprise Server	PRIMEQUEST	○				●	●	●	●	●	○	○	○	●
Mainframe Server	BS2000/OSD Business Server					●	●	●	●	●	○	○		
Storage	ETERNUS CS800, DX, JX, LT	○				●	●	●	○	●	○	○	○	●
OEM/Reseller	NetApp, Quantum, Oracle, Brocade, Cisco		Service offerings are subject to local product availability											
other	Products of other vendors		Service offerings are available with service levels that best fit to such products											

Legend:
- ● Generally available across CEMEA&I
- ○ Availability depending on product and country within CEMEA&I

*) Offsite services only available as Support Pack

Software Support

A key element for the smooth operation of software is to have access to error corrections, updates and upgrades, but also to receive technical support when required. Fujitsu offers software support for a wide portfolio of products from Fujitsu and other licensors. Fujitsu offers the support during normal business hours or around the clock.

Fujitsu SolutionContract

This offering complements all defined Fujitsu Solutions. It comprises clearly defined reactive and selectable proactive service elements. Fujitsu involves expert level know-how about the solution for the fault analysis and elimination process. Within the proactive services, Fujitsu names a personal contact to support the customer in service relevant topics regarding the contracted solution infrastructure, e.g. to discuss regularly the status of the solution infrastructure.
Minimum service period is 3 years.

Software		Licensor / Trademark Owner	Service Cover Time, Remote Response Time	
			9x5, 4 h	24x7, 4 h
Operating System	Solaris	Fujitsu / Oracle	●	●
	RedHat Linux	RedHat	●	●
	SUSE Linux	SUSE	●	●
High availability	ROR / RCVE	Fujitsu	●	●
	VERITAS™ Cluster Server	Symantec	●	○
Virtualization	vSphere, vCloud Suite	VMware	●	●
	XEN Desktop / Server	Citrix	●	●
	VIOM	Fujitsu	●	●
Storage Software	Brocade Software	Brocade	○	○
	NetWorker	EMC	○	○
	NetBackup	Symantec	○	○
	Enterprise Vault	Symantec	○	○
	Simpana	CommVault	○	○
	ETERNUS SF	Fujitsu	○	○
	ETERNUS Snapshot Manager	Fujitsu	●	●
	FalconStor NSS	FalconStor	○	○
DDC	CA Infrastructure Management	CA	○	
	ManageNow	Fujitsu	○	
	Storage Foundation	Symantec	○	○
	Open FT Enterprise File Transfer	Fujitsu	○	○
	Xprint	OCE	○	○
	SecDocs	Fujitsu	○	○
HPC	HPC Cluster Suite	Fujitsu	●	●

Legend:
● Generally available across CEMEA&I
○ Availability depending on product and country within CEMEA&I

SolutionContracts

Service time	9x5	24x7	24x7	9x5	24x7	24x7	24x7
Recovery *			ND			ND	6 hours
Onsite response *	NBD	ND		NBD	ND		
Remote response *	4 hours	4 hours	0.5 hours	4 hours	4 hours	0.5 hours	0.5 hours
Error corrections, SW updates and SW upgrades	yes	yes	yes	yes	yes	yes	yes
System Health Check, Patch Information, Technical Account Management	–	–	–	half-yearly	half-yearly	half-yearly	quarterly

Defined Solution Infrastructures and Service levels

ETERNUS CS8000	○	○	○	○	○	○	○
FlexFrame for SAP	○	○	○	○	○	○	○
Power Appliance for SAP HANA	○	○	○	○	○	○	○

*) The stated service levels always refer to the highest severity level.

Installation of functional software upgrades at additional charge.