

# Fact Sheet

## Support and service for FUJITSU ETERNUS CS800 Data Protection Appliance Service

The ETERNUS® CS800 is a turnkey data protection appliance with de-duplication for midrange environments.

### Excellent service and support for the ETERNUS CS800

As the world's third largest IT services provider, Fujitsu focuses on keeping IT and business objectives aligned through close collaboration with our customers. The Fujitsu world class service and support core competencies have evolved from mission-critical data center business systems to encompassing the entire enterprise world, including distributed computing environments.

### Global Support Center availability 24x7x365

The cornerstone of our business is Mission Critical Support delivered by experienced engineers and backed by an ISO 9001 certified Global Service Center that operates 24 hours a day, 7 days a week, 365 days a year.

### Service commitment

The Fujitsu support structure allows you to select the support type that best fits your day to day needs. Customers can select Enhanced Plus uplift or Basic Service support options. All support options include live phone support, replacement parts, and onsite support within defined coverage hours. In addition to warranty service, support options are offered as uplifts and as post-warranty support service.

### Basic Service

The Basic Service level is for systems with less stringent support needs, requiring phone coverage during an expanded workday Monday through Friday. Basic Service provides live telephone support 8 AM to 8 PM local time (except holidays), onsite coverage 8 AM to 5 PM local time (except holidays), with a parts and onsite response time goal of next business day. Basic Service level includes Customer Self-Service (CSS) for Firmware Updates.

### Enhanced Plus Services

Enhanced Plus Service is an optional uplift that supports the operational objectives of the most demanding mission-critical customer environments. Ready 24 hours a day, 7 days a week, 365 days a year, we respond with live phone expertise, onsite support, and reliable parts to quickly restore your environment. Our onsite response time goal of 4 hours is available in defined service areas encompassing major metropolitan areas.

### Remote Support Tool

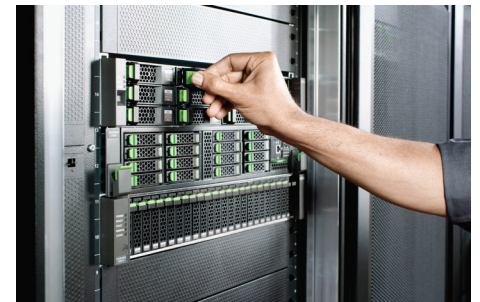
Fujitsu offers Remote Support Tools to capture machine status and error information. This data is securely transmitted via the internet to a central location and made immediately available to support engineers to take action. The Remote Support Tool is bundled with the product and included at no additional cost.

### Professional services

Fujitsu Professional Services for Solutions offers a QuickStart Service for ETERNUS® CS800 designed to expedite implementation, ensure proper configuration, and provide expert assistance to help you get your new ETERNUS CS800® DeDuplication Appliance up and running quickly, and includes hands-on operational training for your staff. More detailed Information can be found at: <http://www.fujitsu.com/us/products/product-support-services/storage/cs800qs/>

### Software Maintenance and Subscription Service

- Software Maintenance is provided remotely.
- Software Subscription Service entitles customers the right to receive software and firmware updates.



- Software upgrades may require additional license fee, subject to vendor requirements.
- Installation of software updates and software upgrades is a fee-based service.

### Warranty and Uplift Support

- Warranty is 1 year / 12x5 Phone Support, 9x5 Onsite, Next Business Day (NBD) Response
- Uplift to Enhanced Plus, 24x7 Phone Support, 24x7 Onsite, 4 Hour Response is available for additional fee

**Service Program**

SERVICE PROGRAM OFFERINGS		SERVICE LEVEL Warranty, Uplift, and Post Warranty Support	
PRODUCT (1)	Hardware Warranty Period (1)	Basic	Enhanced Plus
CS800	1-Year	Warranty	Uplift
		Post Warranty	Post Warranty
Software Warranty Period	90-Day Media Replacement		
Installation (2)	Fee-Based		
Support Features (1)			
Telephone Assistance Hours			
24 x 7 x 365 (3)			X
8AM – 8PM Local Site Time, Mon – Fri, Except Holidays		X	
Telephone Response Target Time (4)			
Severity 1 – Live Transfer		X	X
Severity 2		NBD	2 Hours
Severity 3		NBD	4 Hours
Onsite Coverage Hours			
24 x 7 x 365 (3)			X
8AM – 5PM Local Site Time, Mon – Fri, Except Holidays		X	
Onsite Response Target Time (4 & 5)			
Severity 1		NBD	4 Hours
Severity 2		NBD	NBD
Severity 3		NBD	NBD
Spare Parts (6) Target Response Time (Severity 1)		NBD	4 Hours
Parts Replacement		By Fujitsu	By Fujitsu
Account Support Features			
Time-Based Alert and Escalation Process		X	X
Service Account Management			X
Account Support Plan (7)			X
Account Support Review (8)			Semi-Annual
Firmware Update Service			X
Mission-Critical Support Process			Severity 1 Only
Remote Maintenance Connection (9)		X	X
Fee-Based Support Features			
Software Maintenance (10)		Fee-Based	Fee-Based
Software Version Upgrades (11)		Fee-Based	Fee-Based
Professional Services			
Assessment and Implementation Services		Fee-Based	Fee-Based

**Notes:**

- (1) Products and/or specific Support Features are subject to local geographic availability.
- (2) Fujitsu America recommends installation and QuickStart Services by Fujitsu trained engineers.
- (3) This 24x7x365 coverage period includes local holidays.
- (4) The following definitions apply for problem severity: Severity 1: system down, business outage. Severity 2: a serious problem, but impaired production is proceeding. Severity 3: an important problem that does not affect production.
- (5) Onsite Response Target by a service engineer is within the contracted Onsite Coverage Hours. Enhanced Plus Four Hour Onsite Response Target for Severity 1 priorities is offered for sites within a one hundred (100) mile radius of a Fujitsu authorized service operation. Onsite Coverage applies to hardware support. Software is supported remotely by the Fujitsu Global Support Center.
- (6) Once a failed component is identified, the Spare Parts Target Response Time is measured from the time a replacement part is ordered to the time the part arrives at the site where the system is located, and may be impacted by import/export limitations. The time used is local site time where the system is located.
- (7) Local customer support management will provide the process for the design of an Account Support Plan for the customer.
- (8) Semi-annual onsite technical Account Support Reviews include discussion of product support and service issues during the previous period as well as problem resolution and/or action plans.
- (9) The Fujitsu Remote Support Tool monitors machine status continuously. Machine status and failure data is securely sent to Fujitsu support personnel for analysis and action. Should the customer decline setup of the Remote Support Tool, or it cannot be configured for other reasons, Fujitsu's ability to meet certain response time targets may be impaired. Please contact your service representative for details.
- (10) Software Maintenance and Subscription Service require annual fees. Software Maintenance is provided remotely. Subscription Service entitles customers to receive firmware and software updates. Installation of firmware or software updates is a fee based service.
- (11) Software Version Upgrades (e.g., Version 1.x to 2.x, etc.) may require additional license fee. Software Installation is a fee-based service.

# About Fujitsu Americas

Fujitsu Americas, is the parent and/or management company of a group of Fujitsu-owned companies operating in North, Central and South America and Caribbean, dedicated to delivering the full range of Fujitsu products, solutions and services in ICT to our customers in the Western Hemisphere. These companies are collectively referred to as Fujitsu Americas. Fujitsu enables clients to meet their business objectives through integrated offerings and solutions, including consulting, systems integration, managed services, outsourcing and cloud services for infrastructure, platforms and applications; data center and field services; and server, storage, software and mobile/tablet technologies. For more information, please visit: <http://solutions.us.fujitsu.com/> and <http://twitter.com/fujitsuamerica>

## Fujitsu retail solutions

### Point-of-Sale Peripherals

Fujitsu offers a full range of peripherals designed for ultimate serviceability and manageability. We've combined user-friendly design with best-of-breed hardware to create the components you need to keep your operations running smoothly.

### Point-of-Sale Hardware

Fujitsu point-of-service solutions come in a variety of form factors including compact all-in-one and traditional POS controllers. All are highly configurable to ensure the ideal feature/functionality/price fit for each retailer's unique requirements. TeamPoS® systems meet the demanding needs of today's store operations, from standalone point-of-sale to mission-critical applications.

### Self-Checkout Systems

The Fujitsu U-Scan Genesis line offers retailers flexibility, scalability, reliability and usability. Advanced features include high capacity, space saving footprint, ATM-style "follow me" LED lighting, and "above scanner" bill and coin accepting/dispensing.

### OEM/ODM Products

A global leader in electronics manufacturing services, Fujitsu provides integrated services and solutions to support original equipment manufacturers and original design manufacturers operating in the automotive, communications, computing, consumer, industrial, medical, retail and financial sectors.

### Fujitsu Retail Suite

Fujitsu Retail Suite provides retailers with a broad portfolio of solutions to better enable them to implement customer loyalty programs, increase customer service, and implement cost effective stored value card management solutions.

## Disclaimer

Technical data are subject to modification and delivery subject to availability. Any liability that the data and illustrations are complete, actual or correct is excluded. Designations may be trademarks and/or copyrights of the respective manufacturer, the use of which by third parties for their own purposes may infringe the rights of such owner.

## Fujitsu green policy innovation

Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global know-how, we aim to resolve issues of environmental energy efficiency through IT. Please find further information at: [www.fujitsu.com/global/about/environment/](http://www.fujitsu.com/global/about/environment/)



## Copyright

Fujitsu, the Fujitsu logo, and ETERNUS are trademarks or registered trademarks of Fujitsu Limited in the United States and other countries. VMware is a registered trademark of VMware, Inc. Linux is a registered trademark of Linus Torvalds. Novell is a trademark or registered trademark of Novell, Inc. in the United States and other countries. All other trademarks mentioned herein are the property of their respective owners. Program specifications are subject to change without notice. The information in this document may be superseded by subsequent documents. For details regarding delivery of specific products, features, and services, contact your local Fujitsu representative.

Copyright© 2015 Fujitsu America, Inc.  
All rights reserved.  
FPC58-2798-03 12/15  
15.0434

## Contact

FUJITSU AMERICAS  
Address: 1250 East Arques Avenue Sunnyvale, CA 94085-3470, U.S.A.  
Telephone: 800 831 3183 or 408 746 6000  
Website: <http://solutions.us.fujitsu.com>  
Contact Form: <http://solutions.us.fujitsu.com/contact>

Have a question? Email us at: [AskFujitsu@us.fujitsu.com](mailto:AskFujitsu@us.fujitsu.com)