

Data Sheet

Fujitsu Infrastructure Support SolutionContract

Fujitsu Infrastructure Support for Fujitsu Integrated System PRIMEFLEX and Storage Solutions

INTRODUCTION

Fujitsu Infrastructure Support is designed for improving the uptime and administration in a Converged / Hyper Converged environment. In a Fujitsu Integrated System PRIMEFLEX or Storage Solution, subsequently called Fujitsu Integrated System, many components like servers, storage, operating system, hypervisors and network components need to work together effectively.

The Fujitsu Infrastructure Support concept is especially designed to deliver end-to-end support embracing respective core and/or supplemental components of the Fujitsu Integrated System as specified in the related data sheet or other product documentation. The Fujitsu Infrastructure Support services connect advanced product support services, reliable break & fix hardware services and software maintenance services with services to identify configuration problems and the coordination of failure elimination in one Fujitsu Integrated System.

The particular hardware and software products integrated in one Fujitsu Infrastructure System, that are subject to this service, are listed in the product specific Technical Appendix to this data sheet.

FUJITSU INFRASTRUCTURE SUPPORT SERVICE

The service is provided based on

- **Fujitsu Infrastructure Support SolutionContract** establishing a product related service contract for a minimum contract period of 1 year.
For further details see "GENERAL INFORMATION".

The Fujitsu Infrastructure Support comprises the following services:

- **Incident management and Single Point of Contact (SPOC)** for call acceptance and diagnosis of problems for the entire Fujitsu Integrated System infrastructure.
- **Technical Solution Support (TSS)** ensures availability of and fast access to experts to solve problems in the Fujitsu Integrated System. Fujitsu assumes responsibility for analyzing problems in the Fujitsu Integrated System, identifying configuration problems and the coordination of failure elimination in hardware and/or software products included in the service-authorized Fujitsu Integrated System.

- **Software Support:** for released software products certified for the respective Fujitsu Integrated System, technical support covers the support for error diagnostics and the provision of potential initial workarounds via phone or remote access. The right for patches and updates/upgrades is included, if made available by the vendor.
- **Hardware Support:** for released hardware products certified for the respective Fujitsu Integrated system, hardware support covers diagnostics and the elimination of hardware errors via repair or replacement.
- **Proactive Services** enhance the support services for the Fujitsu Integrated System with Technical Account Manager (TAM), System Health Check and Patch Information Management. Depending on the Fujitsu Integrated System the Fujitsu Infrastructure Support offers proactive services, as described in the Technical Appendix, as a selectable option.

CUSTOMER BENEFITS

- **Reduced complexity**
 - Single Point of Contact (SPoC) to handle all service matters related to the Fujitsu Integrated System
 - Specially trained, advanced system-centric support that frees up the customer from complex diagnostic tasks and identification of single component failures
- **Improved availability**
 - Up to 24x7 0,5h remote response service subject to the selected service option
 - Fast problem resolution through early expert involvement for the identification of the failure affecting the Fujitsu Integrated System
 - Problem avoidance by checking the system status on a regular base (subject to the availability of proactive services for a particular Integrated System)
- **Transparent and projectable service terms**
 - Fixed one-time service fee depending on the size of the integrated system, the selected service level and the duration
 - Aligned service levels and service times for the Fujitsu Integrated System related support offerings through predefined options

SERVICES IN DETAIL

The Fujitsu Infrastructure Support comprises the following service activities:

REACTIVE SERVICES

■ Incident management

When the call entitlement and the pre-clarification check have been successfully concluded, the incident is registered, a reference number is assigned and the fault is then processed according to the defined service level.

To enable the entitlement check, the customer must specify the assigned Serial Number (also known as Solution Identifier) of complete Fujitsu Integrated System.

Call acceptance	To get in contact with Fujitsu support please see ts.fujitsu.com/servicedesk
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■ Single Point of Contact (SPOC)

After call acceptance all incidents regarding a Fujitsu integrated systems will be managed by a Single Point of Contact for incident management, error diagnosis and problem management. Core components that are included in this service are listed in the respective Technical Appendix.

For faults related to supplemental components like network or storage, that are required to operate the Fujitsu Integrated System, Fujitsu may forward error messages to the respective service provider and/or manage the incident, if the required support contracts and respective service obligations are in place.

■ Technical Solution Support (TSS)

All incidents will be routed to Technical Solution Support. The technical solution experts provide incident support and handle the customer's problem from call receipt to call closure. The expert may elect to engage additional specialist resources, as required, to help resolve the problem. Even when additional resources (e.g. hardware or software 2nd level product support) are used, Fujitsu expert remains engaged from incident creation through closure to help ensure a consistent end-to-end support for the customer. System configuration issues related to the service-authorized Fujitsu Integrated System will be handled via remote support. Problems in the Fujitsu Integrated System will be analyzed, the faulty component(s) identified and failure elimination in the hardware and software products of the Fujitsu Integrated System coordinated.

■ Software Support

Technical support for software incidents covers receiving the fault report, providing remote support for error diagnostics and searching for possible initial workarounds. The right to use of patches, updates and upgrades (if made available by Fujitsu) is included in the Fujitsu Infrastructure Support. Fault elimination might be done by installing software patches for the respective Fujitsu software if they have been made available by the software manufacturer.

Problem analysis and elimination of identified faults in Fujitsu integrated System related software products will be done under the terms of the SolutionContract.

■ Hardware Support

■ **Technical support** for hardware products covers diagnostics and the elimination of errors via repair or replacement.

■ **Autocall messaging** enables preventive hardware diagnosis. The service-authorized product reports incidents immediately via remote connection to the Fujitsu service center. After feeding this input into the Fujitsu support workflow, preventive actions or the fault elimination process may be initiated.

Autocall consists of:

- Detection of system failures if possible before the Fujitsu Integrated System becomes unavailable to the end user
- System environment check (e.g. temperature)
- Check events against predefined thresholds
- Automatically create an incident in the Incident Management System
- In the event of a fault, forwarding of analyzed events to defined service instances of the customer

■ Hard Disk Retention

This option of the SolutionContract is designed for customers who -in a service situation - do not wish to hand over data media (hard disk drives or SSDs) with confidential data to Fujitsu or the commissioned authorized service partner. Customers, who purchase this option, are allowed to retain faulty hard disk drives that are authorized for service: In this situation, Fujitsu, in contrast to other specifications in the General Terms for Support Services, does not insist on its ownership right for faulty hard disk drives when supplying a replacement drive.

The customer retains sole responsibility for protecting confidential data saved on faulty hard disk drive.

Further details see

Technical Appendix Fujitsu Infrastructure Support of the respective Fujitsu Integrated System.

PROACTIVE SERVICES

Depending on the particular Fujitsu Integrated System the SolutionContract offers proactive services as a selectable option. They enable the early identification of critical system conditions and initiation of preventive measures. They consist of the following elements:

■ Technical Account Manager (TAM)

To ensure sustained service quality Fujitsu names a defined contact person (TAM), who supports the customer in service-relevant topics for the service-authorized Fujitsu Integrated Systems. Tasks of the TAM:

- Coordination of regular reviews with the customer for the following topics: service and product quality, improvement potential and contract supplements
- Support for the customer in ordering installations of software updates, as required
- Twice or four times a year, depending on the selected service option, the report of the system health check and potential measures are discussed with the customer
- Updating of the documentation for the installed customer configuration together with the customer.

■ System Health Check

It is the purpose of the System Health Check to assist in sustaining the required performance and availability of the Fujitsu Integrated System. To this end, the technical status of the infrastructure is analyzed and evaluated with the aim of detecting potential problems or bottlenecks. The results of the analysis are compiled in a system report and submitted to the customer.

- Determine version of system firmware
- Determine the status / up-to-dateness (incl. updates / patches) of Fujitsu Integrated System software products.
- Evaluate the system log files and check the extent to which the parameters of the system environment and system resources lie within the agreed threshold values
- Detailed information about processed data volumes (throughput)
- Preventive hardware diagnostics (HW system logs)
- Preventive software diagnostics
- Check all customer-relevant remote service functions

■ Patch Information Management

Patch Information Management provides information on a proactive basis about new corrections for the service-authorized software core components and makes them available as required.

Further details see

- Technical appendix Fujitsu Infrastructure Support for the respective Fujitsu Integrated System

READY-FOR-SERVICE (R4S)

Workflow and related documentation ensure smooth hand over from the deployment to operation and in addition updates during the service period. When the contract starts, service readiness of the Fujitsu Integrated System is verified by Fujitsu. This includes:

- Serviceability Check
- Check the system documentation created as part of the installation / deployment
- Check the technical status of the customer system
- Check the hardware / software release versions
- Check the hardware and software components in use
- Configure and test the remote access
- Agree an escalation process, including contact person, which is initiated for complex fault situations

The customer is required to support Fujitsu as necessary, in particular in recording required system configuration and third party contract data at the initial installation / deployment. In addition, during the service period changes in the Fujitsu Integrated System such as configuration, contact or SLA updates, have to be logged, to ensure that the right information is available when an incident occurs.

OPERATING STATUS AFTER TROUBLE SHOOTING

After troubleshooting, Fujitsu verifies the functionality of all components required to operate the Fujitsu Integrated System. If not specified otherwise in the respective Technical Appendix the system is considered operational again if it operates according to the status after factory delivery or, if available, according to the latest Ready-4-Service documentation.

FUJITSU INFRASTRUCTURE SUPPORT OPTIONS

SOLUTIONCONTRACT OPTION	CLASSIC 9x5	CLASSIC 24x7	SUPERIOR 24x7	PREMIUM 24x7	CLASSIC PRO 9x5	CLASSIC PRO 24x7	SUPERIOR PRO 24x7	PREMIUM PRO 24x7
Service time	9x5	24x7	24x7	24x7	9x5	24x7	24x7	24x7
Recovery time for HW faults for faults of severity level 1 / 2-3	-	-	ND / NBD	6 hrs. / ND	-	-	ND / NBD	6 hrs. / ND
Onsite response time for HW faults	NBD	ND			NBD	ND		
Remote response time for faults of severity level 1 / 2-3	4 hrs. / NBD	4 hrs. / ND	0.5 hrs. / 4 hrs.	0.5 hrs. / 2 hrs.	4 hrs. / NBD	4 hrs. / ND	0.5 hrs. / 4 hrs.	0.5 hrs. / 2 hrs.
Autocall messaging	■	■	■	■	■	■	■	■
HDD Retention		□	□	□	□	□	□	□
Software Maintenance Provision of software ■ minor versions for fault elimination (updates) ■ major versions with new functions (upgrades)	■ ■	■ ■	■ ■	■ ■	■ ■	■ ■	■ ■	■ ■
Proactive Services ■ System Health Check ■ Patch Information Management ■ Technical Account Manager	-	-	-	-	□ half-yearly	□ half-yearly	□ half-yearly	□ quarterly

Remark: The Recovery, Onsite response and Remote response times designate the service level for severity level 1 faults; for further information see General information.

Legend:

- Service element available, depending on country
- Optional, available depending on country
- 9x5: Local business hours on local business days except legal public holiday.
Further details see <http://www.fujitsu.com/fts/support-local-terms>
- 24x7: Monday to Sunday including legal public holidays, 24 hours
- NBD: Next business day

Fujitsu Infrastructure Support services related to one Fujitsu Infrastructure have to be ordered with aligned service levels as indicated in the table above, subject to availability of that service level the product involved.

Connected services as described above are not designed to be sold for software-only or hardware-only configurations due to the integrated nature of the service deliverables.

GENERAL INFORMATION

CONTRACT MODEL

SolutionContract is a product-related service contract. Fujitsu reserves the right to verify the serviceability of the product prior to accepting a service responsibility and to charge additional fees for the resumption of the services for the product(s) (Reinstatement fees). All charges shall be made in accordance with the Fujitsu price list valid for the respective period in question.

SERVICE PERIOD

The service period for SolutionContract begins with the contractually defined time. At the end of the minimum contract period of 1 year the contract is renewed for a period of one year respectively, unless it is terminated with due notice.

The maximum service period is limited by the earliest end of service life date of any integrated components.

SERVICE TIME

The service time is the contractually agreed period in which service is provided. The standard service time varies between countries.

Standard service time	Please see details for respective country under http://www.fujitsu.com/fts/support-local-terms
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SERVICE LEVELS

The remote response, on-site response and recovery times defined below begin within the agreed service time after call acceptance; outside the agreed service time the time measurement is interrupted. In other words, remote response, on-site response and recovery times can last until a following day, which is covered by the service time. The agreed remote response, on-site response and recovery times depend on the selected service option as well as the severity of the fault (hereinafter referred to as severity level). The severity level of the fault is defined by the customer during call acceptance together with Fujitsu.

The defined remote response, on-site response and recovery times are suspended during agreed maintenance slots.

Severity level 1	<p>Critical impairment to operation</p> <p>The fault in the service-authorized infrastructure or one of its critical components causes serious impairment to the customer's business processes; typical level 1 impairments are</p> <ul style="list-style-type: none"> • business processes not running • productive system standstill • threat to data integrity • backup and recovery functions for productive operation not working
Severity level 2	<p>Significant impairment to operation</p> <p>The fault in the service-authorized infrastructure or one of its critical components results in considerable impairment to the operability of business processes, essential applications or to the system. A bypass is not possible with reasonable expenditure.</p>
Severity level 3	<p>Moderate impairment to operation</p> <p>The service-authorized infrastructure is functioning with moderate impairment to the performance of business processes, essential applications or to the system. Business processes and applications are running, no data loss. The fault may be temporarily circumvented using an available workaround; the delay in fault elimination is acceptable.</p>

■ Remote response time

The remote response time designates the time period between call acceptance and when a specialist starts to solve the problem via the phone or remote access.

■ On-site response time for HW faults

The on-site response time designates the period from call acceptance to the time when an engineer normally arrives with the diagnosed spare part (where applicable) at the customer location. The on-site response time does not apply in cases, in which a fault can be eliminated remotely.

Troubleshooting lasts until the IT infrastructure is operational again or until suitable progress has been made in solving the problem. Work can be stopped for a time if additional parts or resources are required, but is restarted as soon as they are available.

■ Recovery time for HW faults

The recovery time designates the period of time from call acceptance to the time when a service engineer usually recovers the operational readiness of the hardware that was diagnosed as a hardware fault.

The recovery time does not include the time that is required to recover the data and/or install software or an operating system and/or recover the customer-specific configuration.

SERVICES NOT INCLUDED IN THE SCOPE OF SUPPORT (EXCLUSIONS)

The contractually agreed support services do not include the backup or initial installation of any embedded Fujitsu software, operating system, the application software as well as the system and user data.

The regular and full data backup, including application and operating system software, is the responsibility of the customer.

Installing new software versions is not part of the Fujitsu Infrastructure Support contract, but can be commissioned and will be invoiced separately.

PREREQUISITES

Service delivery according to the Fujitsu Infrastructure Support is subject to the following mandatory prerequisites and general conditions are being observed and abided to. Should one or more of the prerequisites not be met, the services described can only be provided in a restricted manner or even not at all.

■ Remote access

Fujitsu provides as part of the support services reliable functions for remote access, which supports fast and efficient fault diagnosis and, if necessary, fault elimination. Remote access to a customer system is only done with the customer's approval, which can be given on a general or case-by-case basis, and usually necessitates Internet access.

The Fujitsu Infrastructure Support assumes that there is the possibility of immediate remote access. If the customer rejects setting up remote access or it cannot be configured for other reasons, the services described can only be provided in a restricted manner and the contractual service levels cannot always be met.

■ System/Configuration changes

The Fujitsu Infrastructure Support services can only be provided when the customer notifies Fujitsu Support immediately in writing of all service related modifications to the contracted Fujitsu Integrated System product. In case of an extension to the Fujitsu Integrated System, is mandatory to acquire together with the Hardware / Software products the respective services to cover such extension with the same service scope as the one in the existing contract.

■ Maintenance slot

The migration to new software versions may in given instances require maintenance periods, in which the system is not available or only to a restricted extent and the agreed service levels cannot be met. The customer is to grant Fujitsu an appropriate maintenance slot on a regular basis in order to perform software updates specific to the service contract as soon as a new software versions become generally available.

LEGAL INFORMATION / GENERAL TERMS AND CONDITIONS

The product, delivery and service features described above include a final list of the features of the subject of the contract and do not represent a guaranteed quality or declaration thereof in the eyes of the law.

In addition to this data sheet, the following general business terms and conditions apply:

- "General terms and conditions for Hardware and Software Support Services of Fujitsu Technology Solutions"
- Technical Appendix Fujitsu Infrastructure Support for the respective Fujitsu Integrated System.

LOCAL AVAILABILITY

Fujitsu support offerings, features, and coverage (and related products) may not be available in all countries or areas. To obtain further information or to order Fujitsu Infrastructure Support Service, contact a local Fujitsu sales representative and reference the respective Fujitsu Integrated System.

More information

Fujitsu Portfolio

Product Related Services ensure system availability and business continuity of customers' IT systems during all phases of a product's lifecycle. Depending on the criticality of IT systems and processes customers can choose between reactive services and proactive/ preventive services. Product Related Services can be added to both hardware and software product in perfectly tailored packages. What's more? In order to liberate customers from the significant challenges of tighter budgets and ageing equipment Product Related Services can be purchased together with the hardware/ software components on a subscription basis as Hardware as a Service (HaaS).

Fujitsu Portfolio

Built on industry standards, Fujitsu offers a full portfolio of IT hardware and software products, services, solutions and cloud offering, ranging from clients to datacenter solutions and includes the broad stack of Business Solutions, as well as the full stack of Cloud offerings. This allows customers to select from alternative sourcing and delivery models to increase their business agility and to improve their IT operation's reliability.

www.fujitsu.com/global/products/
www.fujitsu.com/global/services/

More information

Learn more about Fujitsu, please contact your Fujitsu sales representative, Fujitsu business partner, or visit our website <http://www.fujitsu.com/fts/services/support/>

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 contribute to the creation of a sustainable environment for future generations through IT. Please find further information at <http://www.fujitsu.com/global/about/environment>



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