

FACT SHEET

SUPPORT AND SERVICES OFFERINGS FOR FUJITSU PRIMEQUEST ENTERPRISE SERVERS

PREMIUM SERVICE AND SUPPORT FOR YOUR ENTERPRISE

THE BENEFITS

- Global Support Center Availability 24 x 7 x 365
- Your choice of service levels

To succeed in today's highly demanding business environments, you depend upon your IT resources as never before. At Fujitsu, we understand the technological challenges you face everyday, after all, we've been providing enterprise solutions for over thirty-five years.

EXCELLENT SERVICE AND SUPPORT FOR PRIMEQUEST ENTERPRISE SERVERS

As the world's fourth largest IT services provider, Fujitsu focuses on keeping IT and business objectives aligned through close collaboration with our customers. For over 35 years Fujitsu has provided IT infrastructure services and support to some of the world's largest, most successful corporations. The Fujitsu core competencies in world class data service and support have evolved from mission-critical data center business systems to encompassing the entire enterprise world, including distributed computing environments.

GLOBAL SUPPORT CENTER AVAILABILITY 24 X 7 X 365

The cornerstone of our business is Mission Critical Support delivered by experienced engineers and backed by an ISO 9001 certified Global Support 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 Premium, Enhanced Plus, Enhanced or Basic support options. All support options include live telephone 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.

PREMIUM AND ENHANCED PLUS SERVICES

Premium or Enhanced Plus Service supports 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 reliable parts and live telephone expertise to quickly restore your environment. Our onsite response time goal of 2 or 4 hours (Premium and Enhanced Plus respectively), is available in defined service areas encompassing major metropolitan areas.

ENHANCED SERVICE

The Enhanced Service level is for customers who require an expanded window of onsite support coverage during the normal Monday—Friday business week, 8AM to 8PM local time (except Holidays), with parts and an onsite response time goal of 4 business hours. Enhanced Service includes live telephone support 24 hours a day, 7 days a week, 365 days a year.

BASIC SERVICE

The Basic Service level is for customers with less stringent support needs, requiring both telephone and onsite coverage during a normal workday, Monday – Friday, 8AM to 8PM local time (except Holidays). Basic Service provides live telephone support, with parts and an onsite response time goal of 4 business hours between 8AM and 5PM, Monday - Friday.

REMOTE SUPPORT TOOL

Fujitsu offers a Remote Support Tool 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 basic Remote Support Tool is bundled with the product and included at no additional cost.

WARRANTY OFFERING— NORTH AMERICA

The warranty period, hardware and software telephone assistance/response times, onsite coverage hours/response times and additional program features are described in the Service Program Offerings matrix. Warranty offerings vary by country—check with your country Fujitsu Business Manager, as well as your agreement to purchase the hardware and license the software.

CUSTOMIZED CONSULTING/PROFESSIONAL SERVICES

Fujitsu can assist customers in optimizing your investment in technology by offering a full range of additional services. Whether you require advice on server consolidation, help with deployment, additional support levels, or education, Fujitsu can deliver the services you need.

- PRIMEQUEST Enterprise QuickStart Service
- Virtualization Assessments and Implementation
- FlexFrame™ for SAP®
- BW-Accelerator Solution for SAP
- SAP Discovery System Configuration
- Linux Cluster Implementation Services (PRIMECLUSTER®)
- Microsoft® Solutions
- Red Hat Linux Fundamentals Training
- Novell SUSE Linux Fundamentals Training

ABOUT FUJITSU AMERICA

Fujitsu America, Inc. provides a complete portfolio of business technology services, computing platforms, and industry solutions. Fujitsu platform products are based on scalable, reliable and high-performance server, storage, software, point-of-sale, and mobile technologies. Fujitsu combines its renowned platform offerings with a full suite of onshore, near shore and offshore system integration, outsourcing, and datacenter services covering applications, operations, infrastructure, customer service, and multi-vendor lifecycle services. Fujitsu provides industry-specific solutions for retail, manufacturing, healthcare, government, education, financial services, and telecommunications sectors. For more information on Fujitsu America's business scope, visit <http://solutions.us.fujitsu.com>.

SERVICE PROGRAM

SERVICE PROGRAM OFFERINGS		SERVICE Level Warranty, Uplift and Post Warranty Support			
PRODUCT (1)	Hardware Warranty Period (1)	Basic	Enhanced	Enhanced Plus	Premium (5)
PQ1800E	3-Year Basic Service Level	Warranty	Warranty Uplift	Warranty Uplift	Warranty Uplift
		Post Warranty	Post Warranty	Post Warranty	Post Warranty
PQ540A/ PQ580A	1-Year Enhanced Plus Service Level	N/A	N/A	Warranty	Warranty Uplift
		Post Warranty	Post Warranty	Post Warranty	Post Warranty
PQ520A	1-Year Basic Service Level	Warranty	Warranty Uplift	Warranty Uplift	Warranty Uplift
		Post Warranty	Post Warranty	Post Warranty	Post Warranty
Software Warranty Period	90-Day Media Replacement				
Installation	Fee-Based				
Support Features (1)					
Telephone Assistance Hours					
24 x 7 x 365 (3)			✓	✓	✓
8AM – 8PM Site Local Time Mon – Fri, Except Holidays					
8AM – 5PM Site Local Time Mon – Fri, Except Holidays		✓			
Telephone Response Time Target (3)					
Severity 1 – Live Transfer		✓	✓	✓	✓
Severity 2		2 Hours	2 Hours	2 Hours	2 Hours
Severity 3		4 Hours	4 Hours	4 Hours	4 Hours
Onsite Coverage Hours					
24 x 7 x 365 (3)				✓	✓
8AM – 8PM Site Local Time Mon – Fri, Except Holidays			✓		
8AM – 5PM Site Local Time Mon – Fri, Except Holidays		✓			
Onsite Response Target Time (4)(5)					
Severity 1		Next Business Day	4 Business Hours	4 Hours	2 Hours
Severity 2		Next Business Day	Next Business Day	Next Business Day	4 Hours
Severity 3		Next Business Day	Next Business Day	Next Business Day	Next Business Day
Spare Parts (5)					
Response Time (Severity 1)		Next Business Day	4 Business Hours	4 Hours	2 Hours
Parts Replacement					
		By Fujitsu	By Fujitsu	By Fujitsu	By Fujitsu
Account Support Features					
Single Point of Contact for HW & SW problems		✓	✓	✓	✓
Time-Based Alert and Escalation Process		✓	✓	✓	✓
Service Account Management		N/A	N/A	✓	✓
Account Support Plan (6)		N/A	N/A	✓	✓
Account Support Review (7)		N/A	Semi-Annual	Semi-Annual	Quarterly
Firmware Update Service		✓	✓	✓	✓
Field Change Order (FCO) Management Assistance		✓	✓	✓	✓
Mission-Critical Support Process		N/A	Severity 1 Only	Severity 1 Only	✓
Designated Contacts Per Site Authorized to Call Global Support Center		✓	✓	✓	✓
Additional Contacts Per Site		Fee-Based	Fee-Based	Fee-Based	Fee-Based
Remote Maintenance (8)		✓	✓	✓	✓
Driver Updates (9)		✓	✓	✓	✓
Fee-Based Support Features					
Software Maintenance (10)		Fee-Based	Fee-Based	Fee-Based	Fee-Based
Software Version Upgrades (11)		Fee-Based	Fee-Based	Fee-Based	Fee-Based
Onsite Parts		N/A	N/A	N/A	Fee-Based
Professional Services					
Software Installation		Fee-Based	Fee-Based	Fee-Based	Fee-Based

NOTES:

- (1) Products and/or specific Support Features are subject to local geographic availability.
- (2) This 24 x 7 x 365 coverage period is the only coverage period that includes local Holidays.
- (3) The following definitions apply for problem severity: Severity 1: Server down, business outage. Severity 2: A serious problem, but impaired production is proceeding. Severity 3: An important problem that does not affect production.
- (4) Onsite Response Target by a Service Engineer is within the contracted Onsite Coverage Hours. Two-hour Onsite Response Target for Severity 1 priorities is offered for sites within a fifty ("50") mile radius of a Fujitsu authorized service operation. Onsite Coverage applies to hardware support. Software is supported remotely by the Fujitsu Global Support Center.
- (5) Once a failed component is identified, the Spare Parts 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.
- (6) Local customer support management will provide the process for the design of an Account Support Plan for the customer.
- (7) Quarterly or 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.
- (8) The Fujitsu Remote Support Tool monitors machine status continuously. Machine status and failure data is securely sent to Fujitsu America 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 Fujitsu Business Manager for details.
- (9) Driver updates are available from our secure download site:
<https://download.computers.us.fujitsu.com/>,
- (10) Support for certain software (e.g. Red Hat Linux, Novell SUSE Linux, Microsoft Windows Server, etc.) may require an annual subscription fee and/or annual fee based service.
- (11) Software version upgrades (e.g. 1.x to 2.x, etc.) may require additional license fee. Software installation is a fee-based service.

FUJITSU AMERICA, INC.

1250 East Arques Avenue
Sunnyvale, CA 94085-3470, U.S.A.
Telephone: 800 831 3183
or 408 746 6000
Fax: 408 764 5060
Web: solutions.us.fujitsu.com
Email: solutions@us.fujitsu.com

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