FUJITSU

Fujitsu Product Support Services – At a Glance

In addition to cutting-edge products, Fujitsu delivers worldwide Product Support Services. A comprehensive product support portfolio containing standard break/fix services as well as proactive support helps our customers to save time and money and reduces the burden on internal IT staff. Fujitsu delivers Product Support Services through certified support engineers for individual products as well as for IT infrastructures as a "one stop shop" support offering. The services range from installing new products to providing fast and responsive support for Fujitsu hardware, software and IT infrastructures for solution business. The right mix of Product Support Services from Fujitsu enables optimal early planning for the availability of our customers' IT systems required for their state-of-the art business operation.

Fujitsu Startup Services Hardware
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.

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

Fujitsu Product Support Hardware
Product Support Hardware 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 Support for selected products to enhance availability (e.g. System Health Check).
- HDD Retention authorizes customers to keep ownership of an exchanged storage medium (HDD or SSD).

Fujitsu Product Support Hardware

Selected Support Packs for PRIMERGY and ETERNUS entry are globally available in major business areas:
- 9x5, next business day onsite response
- 9x5, 4 hours onsite response
- 24x7, 4 hours onsite response

		Installation Pack	Warranty extension	Hardware Support Offsite * — Bring-In	Hardware Support Offsite * — Collect & Return	Hardware Support Offsite * — Desk-to-Desk / Door-to-Door	Onsite 9x5 NBD Onsite Response	Onsite 9x5 4h Onsite Response	Onsite 9x5 NBD Recovery	Onsite 9x5 4h Recovery	Onsite 24x7 24h Onsite Response	Onsite 24x7 4h Recovery	HDD Retention option	Proactive Support option
Client Computing Devices	Displays / Zero Clients		●	○	○	●								
	STYLISTIC® Media Tablet		●		●									
	LIFEBOOK® Allround		●	○	○		○	○						●
	LIFEBOOK® Advanced / Superior & Pen Tablet		●	○	○		●	○	○	○	○			●
	ESPRIMO® Allround		●	○	○		○	○						●
	ESPRIMO® Advanced / Superior, FUTRO® & CELSIUS®		●	○	○		●	○	○	○	○			●
x86 Server	PRIMERGY® / PRIMEQUEST®	○	●				●	○	●	○	○	○	●	○
UNIX Server	Fujitsu M10 SPARC										○			
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 within EMEIA   ○ Availability within EMEIA depending on product and country   *) Offsite services only available as Support Pack

Fujitsu Product Support Software

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

Fujitsu Product Support Software

		Licensor / Trademark Owner	Service Time, Remote Response Time	
			9x5, 4 h	24x7, 4 h
Operating System	Solaris	Fujitsu / Oracle	●	●
	RedHat® Linux	RedHat	●	●
	SUSE Linux	SUSE	●	●
Virtualization, High availability, High Performance Computing	PAN Manager® and Cloud Director	Egenera		●
	ServerView® Resource Orchestrator	Fujitsu	●	●
	Cluster Server	Symantec	○	○
	VMware Software	VMware	●	●
	ServerView® Virtual-IO Manager	Fujitsu	●	●
	HPC Cluster Suite	Fujitsu	●	●
	Exabyte File System for HPC Cluster Suite	Fujitsu	●	●
Storage Software	Brocade Software	Brocade	●	●
	NetWorker®	EMC	○	○
	NetBackup	Symantec	○	○
	Simpana® software	Commvault	○	○
	ETERNUS® CS200c	Fujitsu	●	●
	ETERNUS® SF	Fujitsu	●	●
	ETERNUS® Snapshot Manager	Fujitsu	●	●
	FalconStor NSS	FalconStor	○	○
Infrastructure Software	CA Infrastructure Management	CA	○	
	Hadoop	Cloudera	●	●
	Interstage Middleware	Fujitsu	○	
	ManageNow®	Fujitsu	○	
	Storage Foundation	Symantec	○	○
	Open FT Enterprise File Transfer	Fujitsu	○	○
	Xprint	OCE	○	○
	SecDocs®	Fujitsu	○	○

Legend:
● Generally available within EMEIA
○ Availability within EMEIA depending on product and country
– Option not available

Fujitsu Infrastructure Support

This offering complements FUJITSU Integrated System PRIMEFLEX and Storage Solutions. It comprises reactive and selectable proactive service elements for hardware and software. Fujitsu involves expert level know-how about the infrastructure for the fault analysis and elimination process. Within the pro-active services, Fujitsu provides a contact to support the customer in service relevant topics regarding the contracted infrastructure. Fujitsu Infrastructure Support is available as SolutionContract and as packaged service (SolutionPack, Support Pack Hardware, Support Pack Software).

Fujitsu Infrastructure Support

SolutionContract	○	○	○	○	○	○	○
Remote response time	4 h	4 h	0.5 h	4 h	4 h	0.5 h	0.5 h
SolutionPack	○	○		○	○		
Remote response time	2 h	2 h		2 h	2 h		
Service time	9x5	24x7	24x7	9x5	24x7	24x7	24x7
Onsite response time	NBD	NBD		NBD	NBD		
Recovery time			NBD			NBD	6 h
Proactive Support	–	–	–	half-yearly	half-yearly	half-yearly	quarterly

	Fujitsu SolutionContract	Fujitsu SolutionPack
Storage Solutions		
ETERNUS® CS8000	○	
ETERNUS® CD10000	○	
FUJITSU Integrated System PRIMEFLEX		
FlexFrame® for SAP (until version 5.3)	○	
PRIMEFLEX for SAP Landscapes	○	○
PRIMEFLEX for SAP HANA®	○	○