

# Fujitsu Maintenance Services

Comprehensive Offerings Portfolio at a Glance



shaping tomorrow with you



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# The Value of Service - How Fujitsu helps you to keep everything run smoothly

Fujitsu's Maintenance Services ensure system availability and business continuity of your IT systems and thus help you to save time and money. Shift the budgets you spend on operational IT services to strategic initiatives that deliver short-term real business value instead. Our product-related services can be added to Fujitsu and Partner branded products in either standardized or perfectly tailored packages.

<http://www.fujitsu.com/fts/products/product-support-services/>

# Fujitsu Maintenance Services Portfolio Overview

The product-related services portfolio consists of several segments, all designed to deliver the right and effective services and offerings for your special requirements.

## **Fujitsu Lifecycle Services**

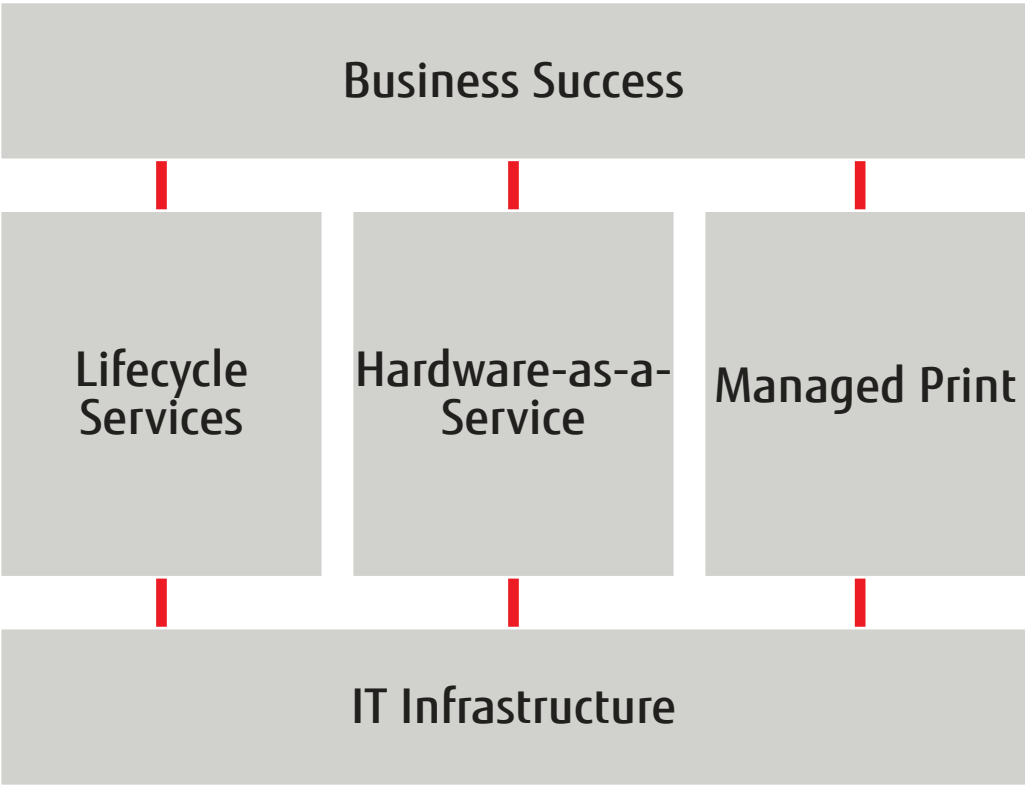
Lifecycle Services assist you during all phases of a product's lifecycle. They comprise different service levels, different offerings, and different scopes beyond the warranty to tailor ideally to individual needs.

## **Fujitsu Hardware-as-a-Service**

In order to liberate you from the significant challenges of tighter budgets and ageing equipments, Product Related Services can be purchased together with the hardware/ software components on a subscription basis as Hardware as a Service (HaaS).

## **Fujitsu Managed Print Services**

Project-based end-to-end service to provide optimized print and copy capability which is vendor independent. One of Fujitsu's answers to a more sustainable, secure and digital world.





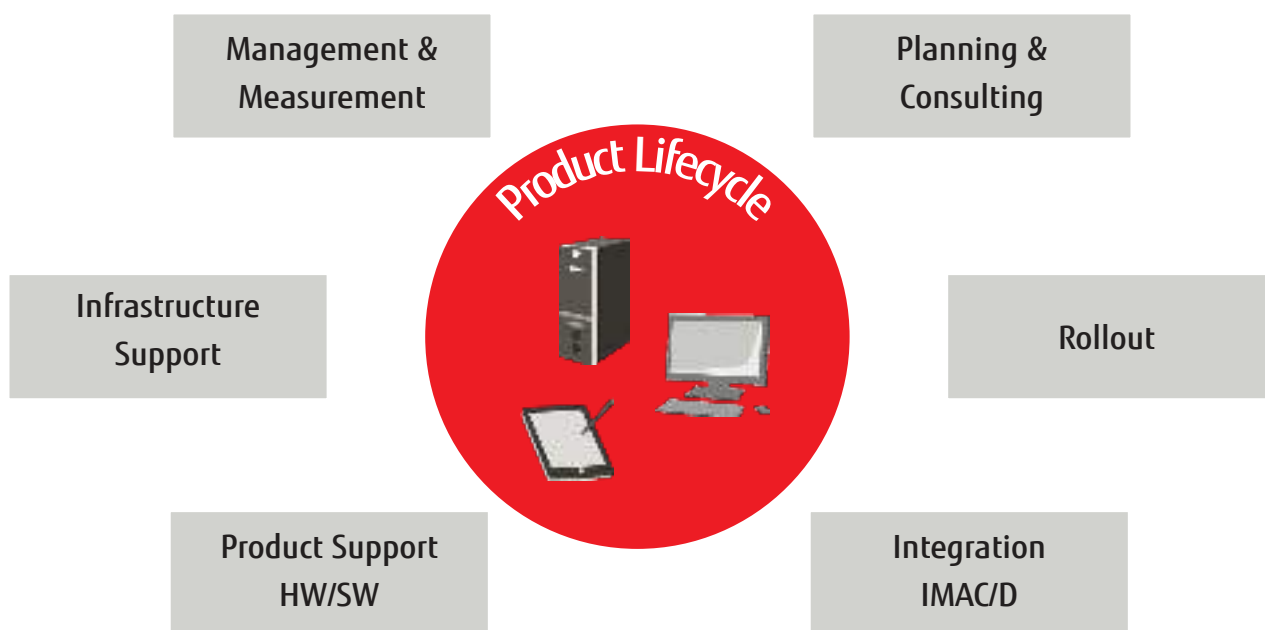
Isn't an easier life what we all desire? All-day and every day we use technologies, services and things meant to set us free from worries. So, why not create an IT environment that also eases our lives? Fujitsu's lifecycle services create this worry-free environment for all our products giving you time to concentrate on what's important.

# Lifecycle Services



Lifecycle Services assist you in different areas of IT provisioning. Our set of services can be stacked in different ways, just to individual needs.

It comprises services of the following different levels within a products' lifecycle:



Within the Lifecycle Services, support for individual IT products is defined as "Product Support Hardware/Software", while the support for Fujitsu IT Infrastructures (such as Fujitsu Storage Solutions and Integrated Systems PRIMEFLEX) is termed "Fujitsu Infrastructure Support" (FIS).

The Lifecycle Services are available in different selectable offerings. As packaged, ready-to-sell offerings, you have the chance to choose from so called Support Pack Hardware/Software or SolutionPacks. They can be bought directly with the system/solution or within 90 days after purchase order. For the more advanced IT infrastructures, we offer you customizable offerings that we call ServiceContract Hardware/Software or SolutionContract, respectively. In any regard, on project basis we can offer you an entire set, just like you wish and need.



# Fujitsu's Lifecycle Services - a comprehensive set easing your life

Ease of life is everybody's goal. Right from the beginning with planning services, our offerings provide support and guidance by assisting you to understand the possibilities of adopting technology choices and their financial impact.

## Planning and consulting services

Planning and consulting services from Fujitsu are designed to help you achieve TCO reduction through:

- Effective management of technology obsolescence
- State-of-the-art asset management processes and accuracy
- Simplification and standardization of the refresh process
- Reduction in cost wastage through relaxed procurement practices

The following service elements are included:

- Review of the vendor product service processes
- Deployment of the processes and agreed responsibilities

## Rollout

Fujitsu Rollout Services deliver end-to-end support for IT Systems exchange in the areas of Client Computing Devices, Data Center-, Retail- and Network & Communication infrastructures. Analyzing carefully the current status and a conception of the rollout according to customer needs, based on proven Project Management methods, helps to minimize the impact on day-to-day operation and customers' business processes.

Fujitsu Rollout Services comprise the following service elements which can be used in a modular way:

- Rollout planning (analysis of current status, conception of the rollout)
- Staging of devices
- Customizing
- Product Logistics Management (warehouse provision (to different countries)/ customs clearance)
- Installation
- and data migration and data deletion

## Integration & IMAC/D

Fujitsu offers implementation and integration services based on extensive experience and structured processes resulting from many delivered projects. For the deployment of Fujitsu infrastructure solutions, such as the SAP HANA® platform, Fujitsu consultants deliver robust, high-quality installation and seamless implementation, accelerating time-to-productivity and further providing the foundation for enhanced operational stability and performance.

Ready-to-sell InstallationPacks support the customer in the installation of Fujitsu and Partner branded storage and server products, including the related operating software, as applicable. They grant fast start and reliable operation of the purchased systems in the customer environment. Further installation services, which are not part of the Fujitsu InstallationPack, are provided on request by Product Presales Support or by Bid Office, and will be charged on a time and material basis in accordance with the valid Fujitsu price list.





## Product Support Hardware

This service supplements the warranty for Fujitsu and Partner branded hardware products and comprises the diagnosis of hardware faults and their elimination by repair or replacement. The service is delivered remotely, offsite or onsite depending on the product / selected service level and the adequate problem solution. In addition, proactive support elements are available. They are based on status information of the customers' IT that is captured and evaluated, and thus can proactively avoid system failures and downtimes.

Customers may choose:

- Service time, onsite response time and recovery time
- HDD Retention that authorizes customers to keep ownership of an exchanged storage medium (HDD or SSD, etc.)
- Proactive Support for selected products (e.g. System Health Check)

## Product Support Hardware

■ Available EMEA-wide □ Available in EMEA depending upon country and selected product

Globally aligned Support Packs available in major Business Areas		Installation Pack	Warranty Extension	Hardware Support Offsite			Hardware Support Onsite						HDD Retention Option	Proactive Support option
				Bring-In	Collect & Return	Desk-to-Desk / Door-to-Door	9x5		24x7					
							NBD	4h	NBD	4h	24h	4h		
							Onsite Response		Recovery	Onsite Response	Recovery			
Client Computing Devices	Displays / Zero Clients		■	□	□	■								
	LIEFEBOOK Allround		■	□	□		□	□				■		
	LIFEBOOK Advanced / Superior & Pen Tablet		■	□	□		■	□	□			■		
	ESPRIMO Allround		■	□	□		□	□				■		
	ESPRIMO Advanced/Superior, FUTRO, CELSIUS		■	□	□		■	□	□			■		
x86 Server	PRIMERGY, PRIMEQUEST	□	■				■	□	□	□	□	□	■	□
UNIX Server	FUJITSU M10 / M12 SPARC									□				
Mainframe Server	BS2000 Business Server						■	□	■	□	□	□	■	
Storage	ETERNUS CS800, DX, JX, LT	□	■				■	□	□	□	□	□	■	□
OEM / Re-seller	NetApp, Quantum, Oracle, Brocade, Cisco	Service offerings are subject to local availability												
Other	Products of other vendors	Service offerings are available with service levels that best suited for such products												

## Product Support Software

Fujitsu provides support for both Fujitsu and Partner branded software products. Product Support Software ensures seamless operation of installed software products and comprises the diagnosis of software incidents and the provision of workarounds and/or (if available from the licensor) corrections, updates and upgrades. Fujitsu offers the support during normal business hours or around the clock.

Product Support Software			<input checked="" type="checkbox"/> Available EMEA-wide <input type="checkbox"/> Available in EMEA depending upon country and selected product	
Fujitsu and Partner branded Software		Licensor/Trademark Owner	Service Time, Remote Response Time	
			9x5, 4h	24x7, 4h
Operating Systems	Solaris	Fujitsu/Oracle	■	■
	RedHat Enterprise Linux (RHEL)	RedHat	■	■
	SUSE Linux	SUSE	■	■*
	BS2000	Fujitsu	■	■
Virtualization, High Availability, High Performance Computing	ServerView Resource Orchestrator	Fujitsu	■	■
	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	■	■
	NetBackup	VERITAS	□	□
	NetWorker	EMC	□	□
	Commvault Storage Software	Commvault	□	□
	ETERNUS CS200c	Fujitsu	■	■
	ETERNUS SF	Fujitsu	■	■
	ETERNUS Snapshot MAnager	Fujitsu	■	■
Infrastructure Software	CA Infrastrucutre Manager	CA	□	
	Interstage Software	Fujitsu	□	
	InfoScale	VERITAS	□	□
	openFT Enterprise File Transfer	Fujitsu	□	□
	openUTM	Fujitsu	□	□
	SecDocs®	Fujitsu	□	
	Systemwalker	Fujitsu	□	

\* Business Critical Linux Services 24x7, 1/2h also available

### Fujitsu Infrastructure Support (FIS)

Fujitsu Infrastructure Support services complement Fujitsu Integrated System PRIMEFLEX and Storage Solutions featuring pre-defined, pre-integrated and pre-tested combinations of servers, storage, network connectivity and software.

To ensure simplified operation and maintenance of Fujitsu Integrated Systems and Storage Solutions, FIS provides support on infrastructure level as a set of connected services consisting of reactive infrastructure support, SPOC, technical solution support, and reactive hardware / software support. In addition, proactive support elements are available. They are based on status information of customers' IT that is captured and evaluated, and thus can proactively avoid system failures and downtimes.

Fujitsu offers FIS as packaged as well as contracted services.

### Fujitsu Infrastructure Support

	SolutionContract Options				SolutionPack Options		
Service Time	9x5	24x7	24x7	24x7	9x5	9x5	24x7
Remote response time	4h	4h	0.5h	0.5h	4h	2h	2h
Onsite response time	NBD	NBD		NBD	NBD	4h	4h
Recovery time			NBD	6h			
Proactive Services	half-yearly (optional)	half-yearly (optional)	half-yearly (optional)	quarterly	half-yearly (optional)	half-yearly (optional)	half-yearly (optional)
HDD Retention	optional	optional	optional	optional	optional	optional	optional

### Support for Storage Solutions and FUJITSU Integrated Systems PRIMEFLEX

■ Available EMEA-wide □ Available in EMEA depending upon country and selected product

		FUJITSU Infrastructure Support		Support on Component Level
		SolutionContract	SolutionPack	Support Pack Hardware/Software
<i>Remark: SolutionPack needs to be supplemented by Support Packs for the respective hardware and software components of the infrastructure</i>				
Storage Solutions	ETERNUS CS8000	□		
	ETERNUS CD10000	□		
FUJITSU Integrated System PRIMEFLEX	PRIMEFLEX Cluster-in-a-Box			□
	PRIMEFLEX for Hadoop®			□
	PRIMEFLEX for SAP HANA®	□	□	
	PRIMEFLEX for SAP Landscapes	□	□	
	PRIMEFLEX for Red Hat OpenStack	□ (upon request)		
	PRIMEFLEX for SUSE OpenStack Cloud	□ (upon request)		
	PRIMEFLEX for VMware Cloud Foundation		□	
	PRIMEFLEX for VMware VSAN		□	
	PRIMEFLEX for vShape			□
	PRIMEFLEX for Microsoft Storage Spaces Direct		□	

### Management & Measurement

The Fujitsu service management method ensures a disruption-free availability of the services.

All services are coordinated based on ITIL-compliant service management. It covers service requests, Moves, Adds or Changes, and of course break/fix services. Service Delivery Management ensures that the agreed Service levels and quality will be met. It will tightly monitor incidents and will regularly report defined key performance indicators (KPI). The reports will be made available or distributed to the customer. Upcoming product replacements will also be planned and monitored at the operational level.



Changing markets, shorter product lifecycles, and digital transformation are just a few reasons companies need to react and operate quickly. Increased liquidity is important to gain the competitive edge. With our Fujitsu Hardware-as-a-Service offering, we liberate business and IT leaders from the significant challenges of tight budgets, ageing equipments, and higher cost for ad-hoc repairs. FUJITSU Hardware-as-a-Service unlocks cash for other, more strategic objectives.

**Unlock more IT potential with FUJITSU Hardware-as-a-Service.** Get latest technology client computing devices or data center products plus the required support services with just one low-cost monthly subscription - all relaxed with Fujitsu and its partners.

# Fujitsu Hardware-as-a-Service



**With FUJITSU Hardware-as-a-Service: realize an increase in productivity, budget, and freedom.**

No major capital expenditure. No obsolete equipment. No long waits for upgrades. Just a simple, low-cost subscription for all the devices your business needs to compete. Your users will enjoy more options and extra productivity using the very latest devices. You can sit back, knowing your IT budget is under control and everyone has the hardware, support, and services they need.

**HaaS comprises the following service elements\*:**

- **Competitive leasing**  
With easy monthly payments, customers get access to best-in-class Fujitsu technology and competitive pricing plans. Avoid unnecessary upfront spending to maximize cash flow.
- **Onsite support and telephone helpdesk**  
9x5, Onsite Next Business Day Support for 3 years subscription.
- **Upgrade**  
The buy-back option offers an upgrade to the latest technology ahead of the standard three-years refresh.
- **Accidental Damage Protection (optional)**
- **Asset Management**  
Device information, financial reports and contract or invoicing details are all available quickly and at a glance.

\*available services depend on local offering.

➤ **Keep your IT budgets under control**

Acquire all the hardware, software, and services you need now and in the future without any upfront and costly capital investment.

➤ **Add hardware at any time**

Scale your IT to suit changing requirements simply by changing your monthly subscription.

➤ **Experience hi-tech not high-cost**

Give your users the fast and flexible IT they need for less.

➤ **Right-size your technology for extra efficiency**

Avoid devices lying around unused or employees waiting for desktops to boot up with best-in-class devices that will boost your productivity.

➤ **Free up your cashflow**

Convert large capital expenditure into a manageable operating expense with a fixed monthly subscription.

➤ **Receive regular upgrades**

Stay on top of the latest tech trends and keep support visits to a minimum with hardware renewal every three years. At the end of the period, depending on your individual agreement, you simply return the equipment and take delivery of a new one. The equipment will be data wiped to industry standards and remarketed, recycled or disposed of to WEEE directive standards.

No Printer? No headaches.

With our Managed Print Services, you can virtually meet any requirements evolving from physical documentation and related processes. No further need to worry about devices, cartridges, paper or maintenance and more.

# Managed Print





### **Plug data leaks, reduce waste and enhance processes with Fujitsu's Managed Print Services**

Digital transformation is changing the business and workplace scenarios on many fronts; however, businesses are missing a very basic business requirement while taking a big leap towards digitization - Printing Solutions. Due to the existence of certain mandatory business and compliance regulations, such as internal process definitions, tax and legal requirements, companies will still need printed pieces of documents and other assets.

The print input in today's business environment usually comes from multiple devices, and similarly the output is routed through as well as stored and archived on several devices. All this justifies the need for an extensive infrastructure of print-related solutions.

Managed Print Services (MPS) from Fujitsu provide optimized print and copy capabilities which are vendor independent. Don't let print be a drain on your business. Discover more efficient and secure printing with help from our MPS team.

### **Overcome the hurdles**

From basic requirements on printing, to managed and advanced solutions all the way up to business process management and document solutions, Fujitsu can help you to create a secure, efficient and innovative print environment.\*

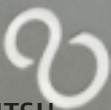
\*available services depend on local offering.

Based on fruitful partnerships with Kyocera, Lexmark and other partners in the industry, we not only look back on decades of document management innovation, but also have the ability to serve you with one of the broadest ranges of print technology. Thanks to the options to embed individual cloud, digitalization, workflow, security and company internal mobility solutions, we help you to bring your printing services to the next level.

Our MPS experts work with you to help you design or update your print infrastructure, deploy new devices and software, successfully communicate changes to your business, and find new ways to optimize your document management. All this can help you cut down on waste, stop data loss, and improve how your organization uses documents.

### **Compelling reasons to think about Managed Print Services by Fujitsu:**

- Free yourself from print-related costs and risks
- Integrate new technology into your existing IT infrastructure at minimum risk
- Reduce your current print expenditure by 30 percent and gain a return on investment in 18 months
- Make print superfluous with paper-free processes
- Restrict the printing of sensitive content
- Build a print strategy based on your long-term goals
- Reduce your carbon footprint



**FUJITSU**

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Status as of August 2018; Offerings are subject to change without prior notice.

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