

Support and Services Offerings for Fujitsu PRIMERGY Servers

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 every day; after all, we've been providing enterprise solutions for over thirty-five years.



OVERVIEW

Outstanding customer support and technical service plans

Quick solutions to minimize downtime

Top-notch System Engineers, knowledgeable in a variety of technologies

Variety of service plans

Comprehensive post-warranty plans

EXCELLENT SERVICE AND SUPPORT FOR PRIMERGY® SERVERS

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 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. 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 service and support have evolved from mission-critical data center business systems to encompassing the entire enterprise world, including distributed computing environments.

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 Standard 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.

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, 8 AM to 8 PM local time (except holidays) with parts and 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.

Standard Service

The Standard Service level is for customers with less stringent support needs, requiring both phone and onsite coverage during a normal workday, Monday – Friday 8 AM to 5 PM local time (except holidays). Standard Service provides live telephone support, with parts and onsite response time goal of next business day.

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.

Product Warranty—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.

- · PRIMERGY QuickStart Service
- Virtualization Assessments and Implementation
- FlexFrame™ for SAP®
- BW-Accelerator Solution for SAP
- SAP Discovery System Configuration
- $\bullet \ \ Linux \ Cluster \ Implementation \ Services \ (PRIMECLUSTER^{@}) \\$
- Microsoft® Solutions
- Red Hat Linux Fundamentals Training
- SuSe Linux Fundamentals Training



SERVICE PROGRAM

OFFERINGS		Warranty, Uplift, and Post Warranty Support			
PRODUCT (1)	Hardware Warranty				
	Period (1)	Standard	Enhanced	Enhanced Plus	Premium (5)
PRIMERGY® Servers	3-Year				
	Standard	Warranty	Warranty Uplift	Warranty Uplift	Warranty Uplif
0.6	Service Level	Post Warranty	Post Warranty	Post Warranty	Post Warranty
Software Warranty	90-Day Media				
Period	Replacement				
Installation (2)	Fee-Based				
Support Features (1)					
Telephone Assistance	Hours				
24 x 7 x 365 (3)			V	✓	V
8AM – 5PM Site Local Time,					
Mon – Fri, Except Holidays		✓			
Telephone Response	Target Time (4)				
Severity 1 – Live Transfer		V	V	V	V
Severity 2		NBD	2 Hours	2 Hours	Live Transfer
Severity 3		NBD	4 Hours	4 Hours	Live Transfer
Onsite Coverage Hour	S				
24 x 7 x 365 (3)				V	V
8AM – 8PM Site Loc	al Time,				
Mon - Fri, Except Ho			V		
8AM - 5PM Site Loc	al Time,				
Mon - Fri, Except Ho	lidays	✓			
Onsite Response Targ	et Time (4 & 5)				
Severity 1		NBD	4 Business Hours	4 Hours	2 Hours
Severity 2		NBD	NBD	NBD	4 Hours
Severity 3		NBD	NBD	NBD	NBD
Spare Parts (6)					
Target Response Time (Severity 1)		NBD	4 Business Hours	4 Hours	2 Hours
Parts Replacement		By Fujitsu	By Fujitsu	By Fujitsu	By Fujitsu
Account Support Feat	ures		, ,	, ,	, ,
Single Point of Conta					
HW & SW problems		✓	✓	✓	✓
Time-Based Alert and Escalation Process		V	V	✓	V
Service Account Management				✓	V
Account Support Plan (7)				✓	V
Account Support Review (8)			Semi-Annual	Semi-Annual	Quarterly
Account Support Rev	iew (8)				
Firmware Update Sei		V	V	V	✓
	vice	V	~	V	· · · · · · · · · · · · · · · · · · ·
Firmware Update Ser Field Change Order (Management Assista	rvice FCO) nce	<i>V</i>	<i>V</i>	<i>V</i>	<i>V</i>
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SERVICE LEVEL

- (1) Products and/or specific Support Features are subject to local geographic availability.
- (2) Certain entry-level PRIMERGY servers are Customer Installable. All other PRIMERGY servers require Fujitsu installation services.
- (3) This 24x7x365 coverage period is the only coverage period that 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. 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.
- (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) 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.
- (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) Driver updates are available from our secure download site at: https://download.computers.us.fujitsu.com/.
- (11) Support for certain software (e.g., Red Hat Linux, Novell SUSE Linux, VMware®, etc.) may require an annual Subscription fee, and/or annual Software Maintenance fee which entitles customers to software level updates (e.g., Version x.1 to x.2, etc.). Software Installation is a fee based service.
- (12) Software Version Upgrades (e.g., Version 1.x to 2.x, etc.) may require additional license fee. Software Installation is a fee based service.



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