

# Maintenance and Support Services

## Product Related Services for Products and Solutions



**Maintenance and Support Services from Fujitsu Technology Solutions offer basic services for installing and maintaining IT equipment. Depending on the best fit for a customer's situation, our specialists propose packaged service offers, or design and realize customized service solutions.**

### Bought a new product? – Standard Warranty

Warranty comes standard with our products; it starts from the time of sale and is valid for a defined period of time. Minimum standard warranty is 12 months. The period and service level vary depending on product type and local regulations.

Find warranty details at: <http://support.ts.fujitsu.com>

### Why consider Maintenance and Support Services in addition to warranty?

In times of growing complexity and decreasing invests, early IT planning is essential to set up a reliable infrastructure. Inefficient processes and long downtimes may result in tremendous losses. Maintenance and Support

Services helps to avoid the typical issues when planning to purchase new IT:

- Keep occurring product issues at a minimum
- Transparency in cost in terms of spare parts, travel time, etc
- Ease planning for internal IT specialists

Maintenance and Support Services help to get cost and resources under control

### Need support in getting started?

#### InstallationPack

Prompt installation of new IT equipment for a smooth IT operation. We install and configure new servers and storage systems according to three service options:

- Installation of hardware
- Installation and standard configuration of hardware & operating software
- Installation and configuration of hardware & operating software in line with customer requirements

### Need support adapted to your needs?

Upgrade your standard warranty in order to

- Include a defined response or recovery time
- Get a comprehensive level of availability of infrastructure
- Extend the services period

### ServicePack/Contract Software – Services out-of-one-hand

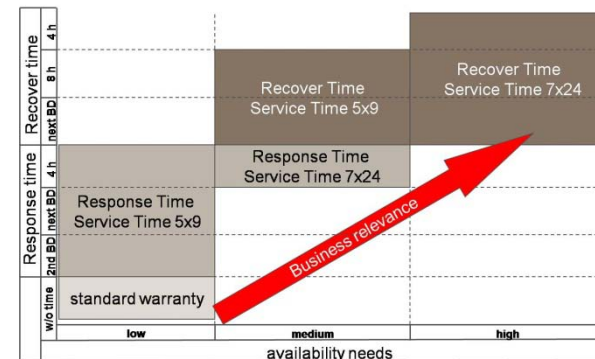
Problem diagnosis is provided by phone and respective software corrections are provided, if available from the manufacturer. New software releases are provided if made available by the licensor or manufacturer subject to their terms and conditions

### ServicePack/Contract Hardware

The perfect extension on top of the standard warranty

- Various options of response or recovery time to fit customer needs
- Flexible payment concept either up-front or on a regular basis
- Three service options are available:

| Off-site                                                                                               | Respond                                                                                                                                                                                                                                                                                                                            | Recover                                                                                                                                                                            |
|--------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>■ Repair takes place off-site the customers location</li> </ul> | <ul style="list-style-type: none"> <li>■ Repair takes place on-site, at the customers location</li> <li>■ Response time = technician arrives with the diagnosed spare part</li> <li>■ Executive On-site: provision of temporary replacement system to continue work during repair (configured with user HDD and set-up)</li> </ul> | <ul style="list-style-type: none"> <li>■ Repair takes place on-site, at the customers location</li> <li>■ Recovery time = technician recovers the operational readiness</li> </ul> |



### SolutionContract

Ensure the persistent availability of the solutions with Maintenance and Support Service for Dynamic infrastructures.

- Reactive and proactive services to identify critical system conditions at the earliest stage
- One Single-Point-of Contact for the customer
- Available for BW Accelerator™ Infrastructure, BladeFrame, ETERNUS CS, FlexFrame™ for Oracle and FlexFrame™ for SAP®

# Maintenance and Support Services

## ServicePack / ServiceContract Hardware



|                                                   |                                                                 |          | Clients               |          |                                                                                             |                                                                                          |                                    |                              |                                                   | X86 server              | Enterprise Server | Storage Solutions                                           |                                                                                                          |                                    |
|---------------------------------------------------|-----------------------------------------------------------------|----------|-----------------------|----------|---------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|------------------------------------|------------------------------|---------------------------------------------------|-------------------------|-------------------|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|------------------------------------|
| Service Pack/Contract                             |                                                                 |          | Storagebird<br>CELVIN | Displays | Retail Notebooks<br>AMILO,<br>ESPRIMO Mobile V<br>LIFEBOOK A, N,<br>P3110, Fujitsu<br>M2010 | Business<br>Notebooks<br>ESPRIMO Mobile<br>U, M, D, X,<br>LIFEBOOK E, S,<br>P, CELSIUS H | Thin Client<br>FUTRO               | PC<br>ESPRIMO 1xxx<br>Series | PC<br>ESPRIMO 2xxx,<br>3xxx, 5xxx, 7xxx<br>Series | Workstations<br>CELSIUS | PRIMERGY          | PRIMEPOWER,<br>PRIMEQUEST,<br>SPARC<br>ENTERPRISE<br>SERVER | ETERNUS DX, LT,<br>ETERNUS CS800 <sup>3</sup> ,<br>FibreChannel<br>Switch<br>FibreCAT CX, NX,<br>SX, TX, | FC Director s 48000<br>DCX, DCX-4S |
| Offsite                                           | Bring-In Service                                                |          | ●                     | ●        | ○                                                                                           | ○                                                                                        | ○                                  | ○                            | ○                                                 |                         |                   |                                                             |                                                                                                          |                                    |
|                                                   | Collect & Return Service                                        |          |                       |          | ●                                                                                           | ●                                                                                        | ○                                  | ●                            | ○                                                 |                         |                   |                                                             |                                                                                                          |                                    |
|                                                   | Collect & Return-Display Service                                |          |                       | ○        |                                                                                             |                                                                                          |                                    |                              |                                                   |                         |                   |                                                             |                                                                                                          |                                    |
|                                                   | Door-to-Door Exchange Service                                   |          |                       | ○        |                                                                                             |                                                                                          |                                    |                              |                                                   |                         |                   |                                                             |                                                                                                          |                                    |
|                                                   | Send-In / Return-to-Base Service                                |          | ○                     |          | ○                                                                                           | ○                                                                                        | ○                                  | ○                            | ○                                                 | ○                       |                   |                                                             |                                                                                                          |                                    |
|                                                   | Desk-to-Desk Exchange Service without<br>defined response timey |          |                       | ●        |                                                                                             |                                                                                          |                                    |                              |                                                   |                         |                   |                                                             |                                                                                                          |                                    |
| Respond Onsite                                    | On-site service without response time                           |          | ○                     |          |                                                                                             | ○                                                                                        | ●                                  |                              | ●                                                 | ●                       | ●                 | ●                                                           | ●                                                                                                        |                                    |
|                                                   | On-site<br>response time, 5x9                                   | SBD      | ○                     |          |                                                                                             | ○                                                                                        | ●                                  |                              | ●                                                 | ●                       | ●                 | ●                                                           | ●                                                                                                        |                                    |
|                                                   |                                                                 | NBD      | ○                     |          |                                                                                             | ○                                                                                        | ●                                  |                              | ●                                                 | ●                       | ●                 | ●                                                           | ●                                                                                                        |                                    |
|                                                   |                                                                 | 04 hours |                       |          |                                                                                             | ○                                                                                        | ○                                  |                              | ○                                                 | ○                       | ●                 | ●                                                           | ●                                                                                                        |                                    |
|                                                   | On-site<br>response time, 5x13                                  | NBD      |                       |          |                                                                                             |                                                                                          |                                    |                              |                                                   |                         |                   | ○                                                           |                                                                                                          |                                    |
|                                                   |                                                                 | 04 hours |                       |          |                                                                                             | ○                                                                                        |                                    |                              | ○                                                 | ○                       | ○                 | ○                                                           | ○                                                                                                        |                                    |
|                                                   | On-site<br>response time, 7x24                                  | NBD      |                       |          |                                                                                             |                                                                                          |                                    |                              |                                                   |                         |                   | ○                                                           |                                                                                                          |                                    |
|                                                   |                                                                 | 04 hours |                       |          |                                                                                             |                                                                                          |                                    |                              |                                                   | ●                       | ●                 | ●                                                           | ●                                                                                                        | ○                                  |
|                                                   | Executive On-Site<br>response time 5x9                          | SBD      |                       |          |                                                                                             | ○2                                                                                       |                                    |                              |                                                   |                         |                   |                                                             |                                                                                                          |                                    |
|                                                   |                                                                 | NBD      |                       |          |                                                                                             | ○2                                                                                       |                                    |                              |                                                   |                         |                   |                                                             |                                                                                                          |                                    |
|                                                   |                                                                 | 04 hours |                       |          |                                                                                             | ○2                                                                                       |                                    |                              |                                                   |                         |                   |                                                             |                                                                                                          |                                    |
|                                                   | Executive On-Site<br>response time 7x24                         | 04 hours |                       |          |                                                                                             | ○2                                                                                       |                                    |                              |                                                   |                         |                   |                                                             |                                                                                                          |                                    |
| Recover                                           | Recovery time, 5x9                                              | SBD      |                       |          |                                                                                             | ○1                                                                                       |                                    |                              | ○                                                 | ○                       |                   |                                                             |                                                                                                          |                                    |
|                                                   |                                                                 | NBD      |                       |          |                                                                                             | ○1                                                                                       |                                    |                              | ○                                                 | ○                       | ●                 | ○                                                           | ○                                                                                                        |                                    |
|                                                   |                                                                 | 08 hours |                       |          |                                                                                             | ○1                                                                                       |                                    |                              | ○                                                 | ○                       | ○                 |                                                             | ○                                                                                                        |                                    |
|                                                   |                                                                 | 04 hours |                       |          |                                                                                             |                                                                                          |                                    |                              |                                                   |                         | ○                 | ○                                                           | ○                                                                                                        |                                    |
|                                                   | Recovery time, 5x13                                             | SBD      |                       |          |                                                                                             | ○1                                                                                       |                                    |                              | ○                                                 | ○                       |                   | ○                                                           | ○                                                                                                        |                                    |
|                                                   |                                                                 | NBD      |                       |          |                                                                                             | ○1                                                                                       |                                    |                              | ○                                                 | ○                       | ○                 | ○                                                           | ○                                                                                                        |                                    |
|                                                   |                                                                 | 08 hours |                       |          |                                                                                             | ○1                                                                                       |                                    |                              | ○                                                 | ○                       | ○                 |                                                             | ○                                                                                                        |                                    |
|                                                   |                                                                 | 04 hours |                       |          |                                                                                             |                                                                                          |                                    |                              |                                                   |                         | ○                 | ○                                                           | ○                                                                                                        |                                    |
|                                                   | Recovery time, 7x24                                             | 08 hours |                       |          |                                                                                             | ○1                                                                                       |                                    |                              | ○                                                 | ○                       | ○                 | ○                                                           | ○                                                                                                        | ○                                  |
|                                                   |                                                                 | 04 hours |                       |          |                                                                                             |                                                                                          |                                    |                              |                                                   |                         | ○                 | ○                                                           | ○                                                                                                        | ○                                  |
| Retetion of HDD                                   |                                                                 |          | ○                     |          | ○                                                                                           | ○                                                                                        |                                    | ○                            | ○                                                 | ○                       | ●                 | ○                                                           |                                                                                                          |                                    |
| Solution Contract                                 |                                                                 |          |                       |          |                                                                                             |                                                                                          |                                    |                              |                                                   | Bladeframe              |                   | ETERNUS CS                                                  |                                                                                                          |                                    |
| On-site response time, 5x9 (Classic)              |                                                                 |          |                       |          |                                                                                             |                                                                                          | Next Business Day (NBD)            |                              |                                                   |                         | ●                 |                                                             | ●                                                                                                        |                                    |
| Recovery time, 7x24 proactive services (Superior) |                                                                 |          |                       |          |                                                                                             |                                                                                          | 06 hours / Next Business Day (NBD) |                              |                                                   |                         | ●                 |                                                             | ●                                                                                                        |                                    |
| Recovery time, 7x24 proactive services (Premium)  |                                                                 |          |                       |          |                                                                                             |                                                                                          | 06 hours                           |                              |                                                   |                         | ●                 |                                                             | ●                                                                                                        |                                    |

○ Depending on country  
● Available across EMEA

1) Not for LIFEBOOK P8xxx

2) Only for LIFEBOOK P8xxx

3) only ServicePack (no Service Contract) for ETERNUS CS800