

INTERNAL USE ONLY

Winner's Card

ServicePack/Contract

Dynamic Infrastructures – ServicePack/Contract

Consider the right level of support for your product

Description

Increasing relevance of hardware tasks requires more support than a product warranty can offer. And in an emergency the issue need to be solved immediately, uncomplicated and at lowest cost. Fujitsu ServiceDesk reacts remotely or via a broad services partner network on-site. The direct contact and support to the product engineering in Europe ensures fast reaction times. A sophisticated logistic concept ensures swift delivery of over 100 million spare parts without hidden cost.

Value Proposition

- Flexible and transparent cost structure without hidden cost for service delivery
- Smooth IT operation right from the start and with shortest downtimes
- Freedom for your internal IT specialists to concentrate on their core businesses
- Respond and recover times to ensure fast re-start of systems

Target Groups

- Customers from small to large enterprises who want to keep IT responsibility but need more support than a standard warranty can offer
- Customers who want to keep IT cost and resources under control

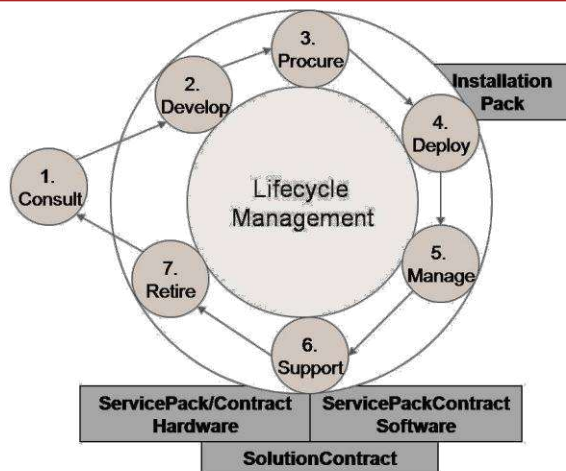
Questions to ask

- Do you calculate efforts easily for setting up your new hard- and software?
- Is your planning of resources and cost for internal IT specialists reliable?
- How business critical is your IT?
- What is the minimum time you need to recover IT in case of failure? What is the maximum time it may take?

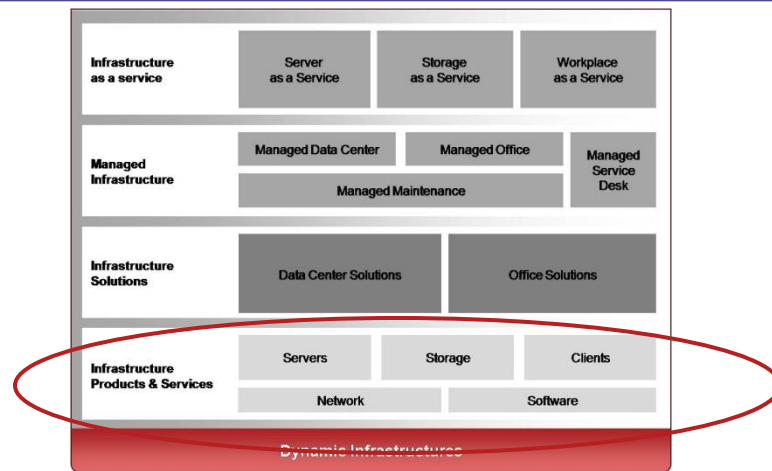
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At a glance



The full picture



Detailed information

Internet

<http://ts.fujitsu.com/supportservice>

Extranet

<https://partners.ts.fujitsu.com/supportservice>

Contacts

Product Manager Service

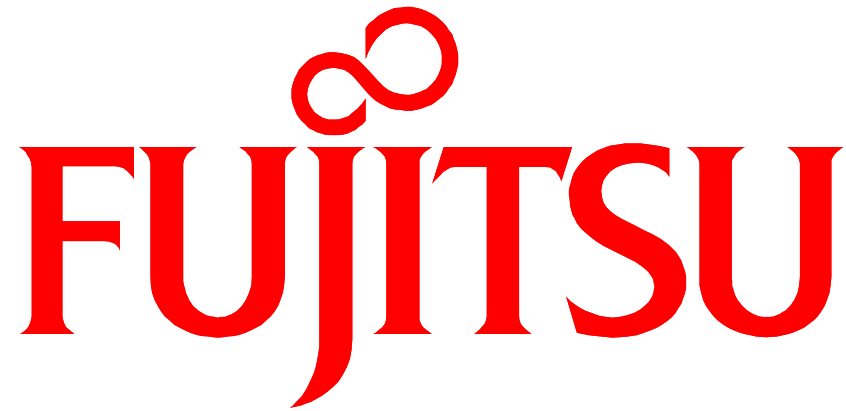
Clients Mobile – [Thomas Klimesch](#), [Michaela Olboeter](#)

Clients Deskbound – [Ralf Schwarz](#)

Server - [Jürgen Elkar](#)

Storage - [Boris Masalsky](#)

Product Marketing Manager - [Sina Laustroer](#)



THE POSSIBILITIES ARE INFINITE