Fact Sheet
Support and Services Offerings for Fujitsu ETERNUS CS–HE Virtual Tape Solution

What better way to protect your Fujitsu ETERNUS® CS Virtual Tape Solution investment than through the world-class Fujitsu support structure. Fujitsu offers Enhanced Plus service on ETERNUS CS to meet your availability requirements. For over 30 years Fujitsu has provided excellent service and support to some of the world's largest, most successful corporations. Why not let Fujitsu do the same for you?

Excellent Service and Support for ETERNUS CS HE

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

During Warranty and Post Warranty Service Level

Fujitsu offers Enhanced Plus Service to support the operational objectives of the most demanding mission-critical customer environments. With this service, your business is in a direct link to Fujitsu engineers with expertise supporting business critical computing environments. Ready 24 hours a day, 7 days a week, 365 days a year, we respond with reliable parts as well as Web and telephone expertise to quickly restore your environment. Supported throughout the world, our onsite response time goal of four hours is available in defined service areas encompassing major metropolitan areas.

Warranty Service Offering for ETERNUS CS in North America

The warranty period for ETERNUS CS is 12 months and includes hardware and software telephone assistance / response times, onsite coverage hours / response times. Additional program features are described in the Service Program Offerings matrix below.

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.

Benefits

- Actively managed around the clock support for business critical environments
- Industry leader in responsive problem resolution
- Mission critical response to onsite service requirements
- Flexible service options to meet your business needs

http://solutions.us.fujitsu.com

Specifications	Standard Warranty Offering (North America) Eternus CS HE All Models	Post-Warranty Support Level	Uplift	Hardware Enhanced Plus Uplift
Hardware warranty period (1)	1 Year			✔
Eternus CS HE Software				
Warranty period	90 Days			
Installation (10)	By Fujitsu			
Support Features (1)				
Telephone Assistance				
24 x 7 x 365 (2)				✔
Response Target Time: (3)				
Severity 1	Live Transfer			Live Transfer
Severity 2 Day (NBD)	2 hours	2 hours	2 hours	
Severity 3 Convenience	4 hours	4 hours	4 hours	
Onsite Coverage (3,4 & 9)				
7 x 24 x 365 (2)	✔			✔
Onsite Response Target Time (3, 4)				
Severity 1	4 hours			4 hours
Severity 2	NBD			NBD
Severity 3	NBD			NBD
Spare Parts Target				
Response Time (Severity 1)	4 hours			4 hours
Account Support Features				
Single Point of Contact for HW and SW problems World Wide	✔			✔
Time-Based Alert and Escalation Process	✔			✔
Service Account Management	✔			✔
Account Support Plan (5)	✔			✔
Account Support Review (6)	Semi-Annual		Semi-Annual	Semi-Annual
Firmware Update Service (9, 12)	✔			✔
Field Change Order (FCO)	✔			✔
Management Assistance				
Mission-Critical Support Process	Severity 1 Only			Severity 1 Only
Site Activity Log	✔			✔
Designated Contacts Per Site Per Shift (7)	3			3
Additional Contacts Per Site (7)	$150 each			$150 each
Remote Maintenance Connection (8)	✔			✔
Software Enhancements and Maintenance Releases (9, 11, 12)				
Eternus CS HE enhancements (9,11,12)				
Releases (9, 11, 12)	✔			✔
Fee Based Support Features (9,11,12)				
Onsite Parts	Fee-Based			Fee-Based

NOTES:

(1) Specific features are subject to local geographic availability.

(2) This 24x7x365 coverage period is the only coverage period that includes local holidays.

(3) 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.

(4) Onsite response commitment by a service engineer is within the contracted onsite coverage hours. Four-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 support applies to hardware support. Software is supported remotely by the Fujitsu Global Support Center.

(5) Local customer support management will provide the process for the design of an Account Support Plan for the customer.

(6) This option provides for quarterly or semi-annual onsite technical support reviews. Support reviews discuss product support and service issues during the previous period as well as problem resolution and/or action plans.

(7) Designated by site and authorized to call the Fujitsu Global Support Center. The customer is entitled to three contacts per shift. For an incremental per person per month fee, additional names may be added to this list.

(8) May require additional license fees for new optional features.

(9) All installation services are billable. Please check with your local Customer Services Manager for details.

(10) Requires valid support contract with vendor.

(11) Eternus CS-HE Software component.

(12) Upgrades and Up level revisions may not be included. Please check with FAI Sales representative for details.

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Fujitsu platform solutions

In addition to Fujitsu PRIMERGY servers, Fujitsu provides a range of platform solutions. They combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships.

Dynamic Infrastructures

As a global IT infrastructure provider, Fujitsu offers a complete range of servers designed to fill any role in today's business. Whether your business requires affordable entry-level servers, compact and scalable blade systems, or advanced multiprocessor servers capable of handling the most demanding data center applications, the PRIMERGY® line delivers Intel®Architecture servers with the rock-solid reliability and industry-leading performance you need.

PRIMERGY Servers

www.fujitsu.com/global/services/computing/

- PRIMERGY: Industrial standard server
- SPARC Enterprise: UNIX server
- PRIMEQUEST: Mission-critical IA server
- ETERNUS: Storage system

Software

www.fujitsu.com/software/

- Interstage:
  Application infrastructure software
- Systemwalker:
  System management software

More information

For more information, please visit:
http://solutions.us.fujitsu.com/

For Information on our Intel based PRIMERGY Servers:

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http://solutions.us.fujitsu.com/www/content/products/storage/ETERNUS/index.php

For Information on our SPARC® Enterprise Servers:

http://solutions.us.fujitsu.com/www/products_sparc.shtml?products/ servers/sparc/index

For Information on the new PRIMEQUEST® Servers:

http://solutions.us.fujitsu.com/www/content/products/servers/ primequest/

Fujitsu green policy innovation

Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global know-how, we aim to resolve issues of environmental energy efficiency through IT. Please find further information at:

www.fujitsu.com/global/about/environment/

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