

Fact Sheet

FUJITSU Support Pack Hardware

Maintenance Services for IT Hardware



Introduction

With its Fujitsu Support Pack Hardware, Fujitsu offers support services for hardware which cover diagnostics and the elimination of hardware errors via repair or replacement. Depending on the type of IT hardware and corresponding manufacturer warranty, Fujitsu offers on-site support services at the customer's or at a Fujitsu service point (off-site services). Various service level options can be selected for on-site services.

This fact sheet describes the contractually relevant support services; product-specific supplements, if necessary, are defined in a Technical Appendix.

The specific contracted support services are delivered according to the service scope defined in the Support Pack certificate for the correspondingly listed hardware products.

Fujitsu Support Pack Hardware

Support Pack hardware is a product-related service contract for a fixed period with a once-only payment which supplements the manufacturer warranty. The contract period (service period) begins on the exact date when the corresponding hardware product was initially purchased. When the once-only advance payment is made, and the Support Pack is purchased, the service is activated according to the local terms for Fujitsu Support Packs.

Fujitsu Support Packs can be purchased within 90 days of the product purchase. The contract period for these Fujitsu Support Packs can be for 36, 48 or 60 months. Before they expire, the service period can be extended by purchasing a corresponding follow-on Support Pack for 12 months (until the declared end-of-service for the respective product).

Services in detail

Our service offers

Various services can be provided depending on the type of hardware:

On-site services

The reported fault is analyzed and the diagnosed technical problem is solved, if possible via remote access. If this is not possible, an on-site service engineer will be sent. If a hardware component fails, the operational readiness will be restored by replacing or repairing the faulty part.

The spare parts used are new or as-new. The replaced parts become the property of Fujitsu or of the commissioned authorized service partner.

Various service level options can be selected for on-site services including response time (see "Options").

- Response time NBD
- Response time 4 hrs
- Response time 2 hrs

The service levels are available under the terms described for installation locations which are within a maximum 150 miles from an authorized Fujitsu service point. For those installation locations more than 150 miles from an authorized Fujitsu service point, Fujitsu reserves the right to change the response times and/or charge for the additional costs.

Special service levels must be agreed on for those installation locations that are difficult to reach (e.g. islands, mountains).

Services not included in the scope of support (exclusions)

The contractually agreed support services do not include the backup or installation of the operating system, the application software nor the system and user data.

The regular and full data backup, including application and operating system software, is the responsibility of the customer.

Service levels

The defined response times apply for on-site services. They start within the agreed service time with the initial call acceptance; time measurement is stopped outside the agreed service time. In other words, response times can last until the next day which is covered by the service time.

The agreed response times depend on the selected service option.

Call acceptance

Call acceptance is 24 hours a day including Sundays and legal public holidays. Requests can also be submitted through the Internet. When the call entitlement and pre-clarification phase has been successfully concluded, the fault is accepted, a reference number is assigned and the fault is then processed according to the defined service level. The measurement of the contracted response or recovery times start with the confirmation of an incident by the help desk.

The customer must specify the serial or ID number for the device concerned.

Service time

Call acceptance

To get in contact with Fujitsu support please see www.fujitsu.com/global/support

The relevant contact details are available by choosing the respective product line and country.

The service time is the contractually agreed time period which the service is provided via remote access or on-site. The standard service time varies between countries, e.g. for USA it is Monday to Friday between 8:00 am – 5:00 pm based on site time with the exception of legal public holidays.

Response time

The response time is the period between call acceptance and when an engineer normally arrives at the customer location with the diagnosed spare part (where applicable). The measurement of response time is interrupted outside agreed service times. The response time does not apply in those situations where a fault can be eliminated remotely.

Troubleshooting continues until the IT infrastructure is operational again or until suitable progress has been made in solving the problem. Work can be stopped for a time if additional parts or resources are required, but is restarted as soon as they are available.

Remote service

As part of the Support Services Fujitsu provides reliable remote access functionality which supports fast and efficient fault diagnosis and, if necessary, eliminate errors. Remote access to a customer system is only carried out with the customer's approval which can be granted on a case-by-case basis; it usually requires Internet access.

Prerequisites

The following prerequisites apply for the service contract. Should one or more of the prerequisites not be met, the services described can only be provided in a restricted manner or possibly not at all.

System changes

The Fujitsu Support Pack Services can only be provided if the customer provides Fujitsu immediately and in writing details of all the modifications to the service-authorized hardware product (e. g. configuration changes, such as additive components, changing the IP, LAN, SAN, NAS configuration, etc.). In the event of any extension, the same service option must be agreed upon as the one in the existing contract.

Legal information / general terms and conditions

The product, delivery and service features described herein include a final list of the features of the subject of the contract and do not represent a guaranteed quality or declaration thereof in the eyes of the law.

In addition to this fact sheet, the Fujitsu America general business terms and conditions will apply.

Options

The following table provides an overview of standard Support Pack options. The availability of a specific service level for a specific product depends on the type of product and the associated manufacturer warranty.

Infrastructure Products	Onsite Service without Response Time	Onsite Service		
		9x5 ¹⁾³⁾	9x5 ^{1) 3)}	24x7 ^{1) 3)}
		NBD ²⁾	4h	4h
		Onsite Response Time	Onsite Response Time	Onsite Response Time
PRIMERGY ⁴⁾	•	•	•	•
ETERNUS ⁵⁾	•	•	•	•

Notes.

1) Explanation of service times:

9x5 - Local business days and local business hours except legal public holidays

24x7 - Monday to Sunday including legal public holidays

2) NBD refers to the next Fujitsu business day, e.g. Monday to Friday except legal holidays

3) Global Support Pack: ReActive service offering which is available in major business areas around the world.

4) PRIMERGY BX, RX, TX

5) ETERNUS DX60, DX100, DX200

About Fujitsu America

Fujitsu America, Inc. is a leading ICT solutions provider for organizations in the U.S., Canada and the Caribbean. Fujitsu enables clients to meet their business objectives through integrated offerings and solutions, including consulting, systems integration, managed services, outsourcing and cloud services for infrastructure, platforms and applications; data center and field services; and server, storage, software and mobile/tablet technologies. For more information, please visit: <http://solutions.us.fujitsu.com/> and <http://twitter.com/fujitsuamerica>

Fujitsu platform solutions

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

Dynamic Infrastructures

With the Fujitsu Dynamic Infrastructures approach, Fujitsu offers a full portfolio of IT products, solutions and services, ranging from clients to datacenter solutions, Managed Infrastructure and Infrastructure as a-Service. How much you benefit from Fujitsu technologies and services depends on the level of cooperation you choose. This takes IT flexibility and efficiency to the next level.

Computing products

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/global/services/software/

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

Services

www.fujitsu.com/global/services/

- Consulting Services
- Application Services
- Managed Infrastructure Services
- Product Support Services

More information

Learn more about Fujitsu Maintenance and Support Services, please contact your Fujitsu sales representative, Fujitsu business partner, or visit our website.
<http://www.fujitsu.com/support>

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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