

Value Proposition

Fujitsu SAP HANA® Solution Contract

Hardware, software and services optimized to maximize your IT investment

Excellent service and support for PRIMERGY® servers

Fujitsu takes great pride in the support we provide to our customers. The way we at Fujitsu set ourselves apart from other vendors, is best expressed by our corporate vision: "Understanding you better – serving you best." This means providing our customers with optimal support through a better understanding of their specific requirements. We are going to concentrate on closeness to our customers – with the commitment to listen, to analyze their needs and to supply them with the best solution. The Fujitsu SAP HANA Solution delivers end to end SAP®-certified configurations of software and hardware. Certified best of class hardware is paired with reactive break-fix support and a proactive Solution Contract option that best fit your customer's needs.

Mission Critical hardware support

For customers that require Hardware only reactive break-fix support, Fujitsu offers best in class service on Fujitsu products.

Premium and Enhanced Plus Service

Fujitsu offers Premium or Enhanced Plus Service to support the operational objectives of the most demanding mission-critical customer environments. With these services, your customer's business has 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,

when needed. Supported throughout the world, 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.

SAP HANA Solution Contract support

The SAP HANA Solution Contract support offering is a unique, comprehensive support offering, designed to be both proactive as well as reactive to our customers' SAP HANA environment. Fujitsu assumes responsibility for problem elimination on Fujitsu hardware (HW) and software (SW) products (except SAP Software), of the solution infrastructure, including configuration problems. Furthermore, problems related to third party HW/SW products, which are used in the released interfaces of the solution infrastructure, are analyzed and results communicated to the appropriate service provider to ensure a timely resolution.

Solution Contract "Standard" Support Features

TAM Services - Technical Account Manager (TAM) To ensure sustained service quality, Fujitsu assigns a highly technical contact person (TAM), who supports the customer in service-related topics for the contracted solution infrastructures.

- The TAM is responsible for coordination of regular reviews with the customer for service and product quality, improvement potential and solution reliability.
- Twice a year a comprehensive System Health Check report is presented. The report



gives the status of the hardware, non-SAP software, firmware and performance of the SAP HANA implementation. This is key to the long term reliability of the solution.

- Patch Information Management – The TAM proactively provides information on a timely basis about new corrections for the contracted software core components and makes them available as required. In addition, Patch Information on the core hardware components is provided, to ensure the long term reliability and serviceability of the solution infrastructure.

Hardware Maintenance

- 7X24X365 Enhanced Plus Hardware Support
- SPOC – Single Point of Contact for all hardware procured from Fujitsu as part of the SAP HANA Solution
- Problem resolution – Fujitsu supports the SAP HANA Solution infrastructure and will work with any vendor associated with the solution to resolve an infrastructure issue.

Software Maintenance

- Troubleshooting of issues related to the Operating System (OS)
- Provisioning of correction releases for the elimination of diagnosed OS software problems
- Planning for software versions with new functions
- Implementation of up to 2 minor OS releases (performed remotely) per year

Solution Contract with “Upgrade Protection” Service Features

In addition to all the Service Features included in Solution Contract “Standard”, Solution Contract with “Upgrade Protection” includes:

- Onsite Installation of up to one major OS upgrade per year, including Fujitsu PRIMEFLEX® for SAP HANA infrastructure software if included in the SAP HANA Solution

Frequently asked questions

What happens if there is a hardware failure?

With a Solution Contract for SAP HANA, once the customer contacts the Fujitsu Global Service Center and opens a Service Request, the case is escalated directly to the Enterprise Systems Specialist team, and the Technical Account Manager (TAM) is notified. As your single point of contact, the TAM will be responsible for all communication and coordination to ensure customer satisfaction.

What happens if an OS upgrade is needed?

With a Solution Contract for SAP HANA with Upgrade Protection, major and minor OS upgrades are included, as outlined in the contract fact sheet. The TAM will work with your customer’s team to schedule OS upgrades and updates convenient to your customer’s schedule.

What happens if the SAP HANA DB gets corrupted and needs to be reinstalled?

Although this rarely happens, this could happen for various reasons including human error. This can cause significant disruption in business operations or application development.

With a Fujitsu Solution Contract for SAP HANA, Fujitsu will rebuild the appliance and works with the customer’s team to find the root cause of the issue(s) and prevent future occurrences.

It is then the customer’s responsibility for reinstalling the application (or to contract with Fujitsu under T&M to rebuild the system at an extra cost.)

What if the SAP Application is running slowly?

An SAP application can run slowly for various reasons. The issue could be with the network, the application, virtual machine, OS, or hardware. Without a Solution Contract, a customer’s Basis and Infrastructure teams are responsible for identifying the cause of the fault, and only if identified as a Fujitsu hardware failure, will Fujitsu engage reactive break-fix support for resolution. The investigation and resolution process can take considerable time and resources.

With a Fujitsu Solution Contract for SAP HANA, Fujitsu along with your customer’s team, will investigate and work to find the source of the fault, and identify options for resolution.

* If the source is found to lie within the application or SAP, the customer can either fix the problem themselves, or may contract with Fujitsu BAS team, or directly with SAP to correct the problem.

What if I plan an SAP correction release or version updates? What assistance can I get?

With a Fujitsu Solution Contract for SAP HANA, the Technical Account Manager will work with your team and review any dependencies or issues making sure that all the software and hardware requirements are met.

SERVICES PROGRAM MATRIX

Service Feature	Reactive Break-Fix Support	Solution Contract "Standard"	Solution Contract with "Upgrade Protection"
REACTIVE SERVICES			
Fujitsu Hardware Repair	Yes	Reactive Break Fix Support is Pre-requisite for Solution Contract	
Remote Technical Support for Fujitsu Hardware Repair	Yes		
M-F, 9x5 NBD Onsite Support	Yes, with "Basic" Service Level		
24x7, 4 Hour Onsite Support	Yes, with "Enhanced Plus" Service Level		
Spare Parts as needed	Yes		
Time Based Escalations	Yes		
PROACTIVE SERVICES			
Installation of Operating System	No	Minor Updates only	Major Upgrades and Minor Updates
Technical Account Manager	No	Yes	Yes
Customer Review Meetings	No	Yes	Yes
System Health Checks	No	Yes	Yes
Patch Information Management	No	Yes	Yes
Single Point of Contact for 3rd Party HW in SAP HANA Solution	No	Yes	Yes
3rd Party Call Management	No	Yes	Yes
Remote Alert Review and Action	No	Yes	Yes
UNFORESEEN ISSUES			
System Rebuild	No	Yes	Yes
OTHER			
SAP Software Support	No	No	No
System Administration	No	No	No
Backup of the Operating System, Application Software, or System and User Data	No	No	No
Support of 3rd party products (agents, monitoring tools, etc.)	No	No	No

About Fujitsu Americas

Fujitsu America, Inc. is the parent and/or management company of a group of Fujitsu-owned companies operating in North, Central and South America and Caribbean, dedicated to delivering the full range of Fujitsu products, solutions and services in ICT to our customers in the Western Hemisphere. These companies are collectively referred to as Fujitsu Americas. 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 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

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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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