

# Network Support Services

## Service Description

Any business interruption due to network downtime could result in major business losses. Fujitsu helps you prevent such glitches through our Network Support Services, which provide among others, diagnosis and resolution of all network associated issues and incidents. We also help you monitor and record network utilization in order to identify trends, anticipate potential issues, and to make recommendations on how to further improve network resilience, performance, capacity and cost reduction.

## Service Deliverables

- ▶ Network Design
  - Establish networking infrastructure requirements to configure software portfolio, including associated costs incurred by the implementation
- ▶ Network Deployment
  - Transition from an existing architecture or entire re-cabling of a new structure

## ▶ Network Operation Management

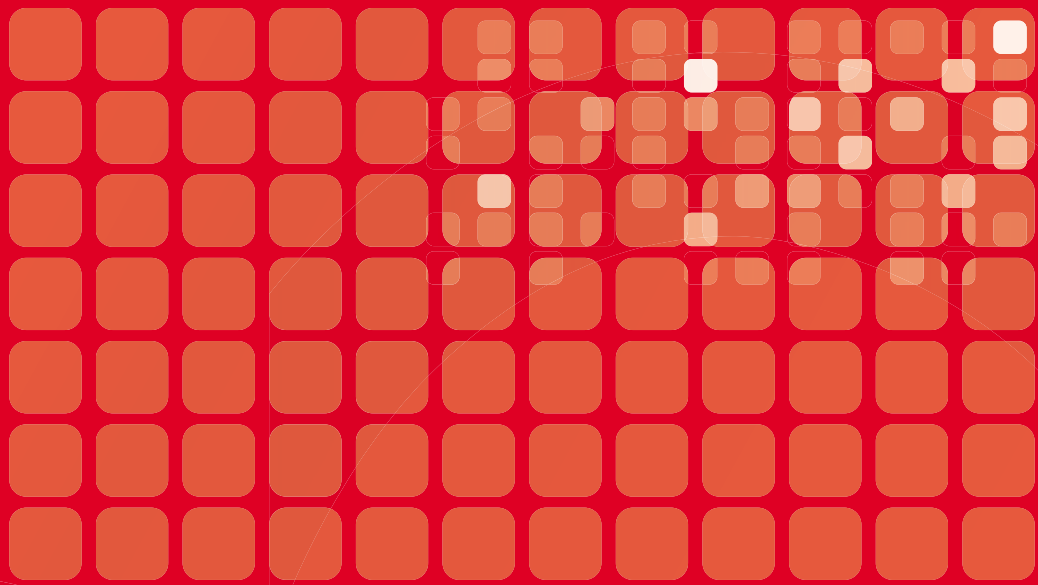
- Problem investigation: remote diagnosis and problem identification to the introduction of relevant on-site service provision if necessary
- Telephone advice and guidance: on the use, management and enhancement of the network
- Network configuration management: physical and logical network configuration management
- Carrier link management: Fujitsu to provide necessary evidence for resolution of a network problem in case third-party telecommunication provider carries the network

## ▶ Other Service Options

- Including performance measurement and monitoring, remote diagnosis equipment and service, secure site assistance, network security and intrusion detection, network disaster recovery and network consolidation
- Wireless network solution

## Customer Benefits

- ▶ A single point of contact for all network support
- ▶ Reduced management investment to support end-users' needs
- ▶ Re-assign in-house IT resources for mission critical tasks
- ▶ Access to focused and up-to-date technology expertise
- ▶ Minimize business disruptions and increased end user satisfaction levels
- ▶ Ensures maximum network efficiency



  
**FUJITSU**

THE POSSIBILITIES ARE INFINITE

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