

# Salesforce.com Extended Support

## *Enterprise Business Services*

Fujitsu has several different support offerings that can dramatically enhance or complement the types of administrative application support your Salesforce.com users require.



### KEY BENEFITS

Our highly trained team of certified Salesforce.com experts provides customers the tailored support and expertise they need for their customized Salesforce.com implementations at a reasonable cost.

Our support team is dedicated to helping you design and develop customizations. We can also help you leverage your existing vendor support model by working with them to help fulfill your straightforward requests leaving the more complex ones to us.

### BUSINESS CHALLENGES

As SaaS applications become more functionally robust the complexity of properly managing and customizing applications can become overwhelming. Salesforce.com administrators are pushing their skills and resources to the limits.

Vendor training and support programs can offer some relief, but do they really understand your needs and business. Continuing the SaaS value proposition, organizations should not be required to staff large teams of administrators and developers to manage and customize their Salesforce.com applications.

### SOLUTION

Fujitsu America's Extended Support Service is the right solution to assist your organization in all its Salesforce.com support needs.

Fujitsu has several different support offerings that can dramatically enhance or complement the types of administrative application support your Salesforce.com users require. Fujitsu also offers a trial version for those who want to try out extended support before buying.

### BASIC SUPPORT

Basic support is ideal for organizations that have support in place, have some customizations, and are flexible on resolution response times. Basic support includes 10 days of support per month. Fujitsu will respond to all support requests within 48 hours of the initial request. Customers will have a toll-free support hotline and an email address for contacting support. Support will be available 8 hours a day, 5 days a week. Support customers will be provided a monthly report detailing all of their requests and resolutions.

When you become a customer, Fujitsu will review your current solution, any customizations, and supporting documentation to make sure that we can support your application in the best way possible.

\* Offering includes a limited trial of the full premiere services and are subject to approval.

	<b>Trial*</b>	<b>Basic</b>	<b>Premiere</b>
Contract Term	3 Month	1 Year	1 Year
Support Limit	10 Days / Month	10 Days / Month	20 Days / Month
Response Time	48 Hours	48 Hours	24 Hours
Phone Support	Email	Live 8 / 5 and Email	Live 8 / 5 and Email
Assigned Representative	Shared	Shared	Dedicated
Monthly Usage Reports	Included	Included	Included
Administrative Services	Included	Included	Included
Application Modernization	Limited		Included
Proof of Concept Services	Limited		Include



## PREMIERE SUPPORT

Premiere support is our most comprehensive offering giving organizations with a limited support enterprise capability and support levels. Premiere support includes 20 days per month of support time for all requests including proof of concepts. Fujitsu will respond to all requests within 24 hours of the initial receipt of request. Premiere customers will have direct access to their assigned customer support representative by phone or email 8 hours a day, 5 days a week. When you become customers, Fujitsu will review your current solution, any customizations, and supporting documentation to make sure that we can support your application in the best way possible.

### **Premiere Support also includes:**

- Support up to 20 days per month
- Quicker response time: 24 hours instead of Basic Support's 48 hours
- A dedicated customer support representative
- Application modernization services
- Proof of concept services

## ADMINISTRATIVE SERVICES

With extensive understanding of your business, application, and the Force.com platform, Fujitsu is dedicated to supporting you in the following administrative activities during the extended support period:

- Configuration enhancements and support
- Data management (import, export, update, and delete)
- Application enhancements (discover, design, configure or customize, validate, document, and handover)
- Defect resolution (analysis, design, implement, test, and deploy)
- Administrative documentation, creating and managing the administrative run book

## APPLICATION MODERNIZATION

One of the key benefits of SaaS is constant innovation in functionality and capability made instantaneously available to you. Leveraging the most out of your SaaS solution provider and keeping pace with their latest advancements is extremely challenging. Fujitsu will make sure that your Salesforce.com applications are implemented twice a year through our extensive knowledge, expertise, and best practices recommendations. Key features include:

- Configuration and code reviews to uncover performance, scalability, and upgrade issues
- Modernization review to help optimize your implementation by reducing customizations, code, and the usage of end-of-life features
- A comprehensive list of prioritized recommendations based on the reviews to be evaluated for implementation

## PROOF OF CONCEPT

Today's businesses must be agile. Constant change comes from every direction. Changes include mergers and acquisitions, re-organizations, new regulations, economic pressures, competitive pressures, and fluctuations in customer demand. Utilizing the flexibility of Salesforce.com and the agility of Fujitsu, we can help your business using proof of concepts that demonstrate the feasibility and value of a new feature or requirement. Proof of concepts can help you:

- Validate out of the box functionality in a highly customized environment
- Confirm that functionality is appropriate for end user requirements
- Investigate different approaches for complex business problems
- Uncover performance issues on different technical solutions

## ABOUT FUJITSU AMERICA

Fujitsu America, Inc. provides a complete portfolio of business technology services, computing platforms, and industry solutions. Fujitsu platform products are based on scalable, reliable and high-performance server, storage, software, point-of-sale, and mobile technologies. Fujitsu combines its renowned platform offerings with a full suite of onshore, nearshore and offshore system integration, outsourcing, and datacenter services covering applications, operations, infrastructure, customer service, and multi-vendor lifecycle services. Fujitsu provides industry-specific solutions for retail, manufacturing, healthcare, government, education, financial services, and telecommunications sectors.



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