

Data Sheet

Maintenance and Support Program

Control Costs without Compromising Standards

In a dynamic, competitive business climate, customer quality of experience is critical to success. Quality of experience depends on high standards of network reliability and performance, which require exceptional maintenance and support of your network resources. The Fujitsu Maintenance and Support Program (MSP) offers four pre-defined program tiers and numerous optional service offerings, enabling you to choose the support options you need. Overall, the Fujitsu MSP helps you manage costs while maximizing service quality to your customers.

With the Fujitsu MSP, you can protect both Fujitsu and selected third-party equipment with technical assistance, software upgrades, preventative maintenance, spares management and on-site maintenance.

Flexible Program Choices

The Fujitsu MSP offers pre-packaged maintenance tiers that simplify the selection of maintenance services to support your network operations, equipment and software. The MSP offers four pre-packaged maintenance tiers, from Select to Premier. Any maintenance tier may be customized by selecting additional service offerings from our maintenance and support portfolio.

All tiers include 24/7 remote technical assistance and appropriate Network Element (NE) and craft software subscriptions. Whether you need support to complement your existing resources or comprehensive coverage with outsourced operations, there's a Fujitsu MSP solution to protect your network resources.

Summary of Service Offerings and Program Tiers

Service Offering	Tiers			
	Select	Prime	Peak	Premier
24/7 Remote Technical Assistance	Yes	Yes	Yes	Yes
Hardware Services				
Repair and Return		Yes	Yes	Yes
Advance Hardware Replacement			Yes	Yes
Advance Hardware Replacement Database Restore				
On-Site Maintenance			Next day	4 hour
Routine Preventative Maintenance				Yes
Product Recertification – Test				
Product Recertification – Refresh and Repair				
Product Recertification – Add MSP Support				
Spares Management				
Software Services				
NE and Craft Subscription	Yes	Yes	Yes	Yes
NETSMART 2000 Subscription				
NETSMART 1200 and 1500 Subscription				
Software Upgrade – Preparation				
Software Upgrade – Activation				
Knowledge Services				
Instructor-led Courses		Yes	Yes	Yes
Self-study Courses		Yes	Yes	Yes
MEF-CECP Preparation				
Network Services				
Data Communications Network (DCN) Optimization				
Remote Circuit Provisioning				
Subject Matter Expert/TAC Specialist				
Network Audit				

 Optional

Service Offerings

24/7 Remote Technical Assistance

The Fujitsu Technical Assistance Center (TAC) team is your point of contact for resolving issues. The TAC staff are communications network engineers with extensive technical qualifications. The TAC operates 24/7/365 supporting both Fujitsu and selected third-party equipment.

Hardware Services

Repair and Return

This service covers repairs to failed equipment regardless of its warranty status. In addition to needed repairs, we update the equipment's firmware to the latest version. This service offers significant savings in comparison with fees for out-of-warranty repairs.

Advance Hardware Replacement

With Advance Hardware Replacement, Fujitsu maintains inventory of spare Fujitsu parts covered under your contract and ensures speedy delivery of replacement hardware in the event of a failure. This service helps you keep spare costs down by eliminating the need to maintain costly inventory. Choose same-day or next-business-day delivery time or specify a custom timeframe. During the contract term, Fujitsu and select multivendor spares are covered for repair and return.

Advance Hardware Replacement Database Restore (AHR-DR)

This enhancement to Advance Hardware Replacement is a fast, simple way to pre-load network configuration data files onto spares. You provide the TAC with a copy of your configuration data file, and our technicians install the appropriate software release, load the configuration data, and verify functionality on each unit. These pre-loaded units are available within the timeframe specified in your contract.

On-Site Maintenance

With On-Site Maintenance, our experienced technicians travel to your location to troubleshoot faults and perform break/fix actions. Our team can evaluate issues and quickly restore optimal performance. This service is available with next-business-day or a custom timeframe.

Routine Preventative Maintenance

Routine Preventative Maintenance provides scheduled site visits to keep your network in optimal working condition. Our technicians perform on-site inspections of your equipment to detect any potential issues and eliminate disruption. A periodic maintenance program can be developed based on your needs to ensure ongoing network efficiency.

Product Recertification Program – Test

To ensure hardware units are working to Fujitsu specifications, you can send spares to us for recertification, including units purchased from a non-Fujitsu source. We assign a high priority to units currently covered by the MSP, and ensure speedy testing and return. If the unit fails testing, Fujitsu will notify you of the failure and repair units covered by the MSP. When a unit passes testing, the TAC recertifies it.

Product Recertification Program – Refresh and Repair

We can repair hardware not currently covered under the MSP, such as manufacture-discontinued units, to comply with Fujitsu recertification

specifications. The Refresh and Repair service includes updating these units to the current firmware level for your network, or to the current factory baseline. Our technicians also address all approved outstanding Class A/VAC Product Change Notices (PCNs) on the unit.

Product Recertification Program – Add MSP support

When a unit has been recertified, you can add it to your MSP as a spare. This ensures the unit is supported and maintained as if purchased directly from Fujitsu.

Spares Management

Fujitsu can analyze your current spares management program, determine which areas need improvement, and partner with you to develop a custom program to manage spare parts efficiently. With our multivendor Spares Management offering, your supplier management, inventory tracking and replenishment, and periodic revision and configuration auditing are all performed by a trusted business partner. With both on-site and offsite support backed by a 24/7/365 TAC, Fujitsu can make the right spares available at the right place and time.

Software Services

Your network management, network design, Network Element (NE), and craft software all provide critical service-enabling features and capabilities. If upgrades are not made punctually, your ability to roll out new services, maintain SLA compliance, and operate your network efficiently can be adversely affected.

Network Element and Craft Subscription

Fujitsu MSP subscription coverage comprises new software releases including functionality*, feature enhancements and necessary modifications. Your service allows you to download and install the latest software versions and upgrades.

NETSMART 2000 Subscription

The NETSMART 2000 subscription service gives you immediate access to software updates and support, so you get the most out of your NETSMART 2000 Design and Planning Tool.

NETSMART 1200 and 1500 Subscription

To maintain your critical investment in NETSMART network management software, we offer around the clock on-call access to TAC, software updates and key information.

** Certain functionality is separately licensed and only covered under an MSP plan if it has been individually purchased.*

Software Upgrade – Preparation

Fujitsu engineers can access your network remotely to prepare NEs for approved software releases. By ensuring that all NEs are at the latest release levels, this service helps ensure stability throughout the network as well as providing the benefits of the latest features of these systems. The Software Upgrade Preparation service includes a health check on your NEs, as well as database synchronization, file verification and software download. We also provide you with a list of NEs that are verified as ready for software activation.

Service Offerings

Software Upgrade – Activation

The Activation service includes the Software Upgrade Preparation service and all procedures needed to successfully complete the upgrades. Our engineers schedule the upgrade, back up the baseline database, activate the new software, back up the new database, and perform a system health check. Completion of these tasks provides confirmation that the upgrades have been successful.

Knowledge Services

Instructor-Led Courses

The MSP tiers include instructor-led courses provided by Fujitsu Knowledge Services. The number of training units included is based on the size of your network. Courses include engineering, turn-up and test, maintenance, specific element management systems and industry-standard technology. Courses are available at a Fujitsu training facility, online, and at your choice of location.

Self-Study Courses

Fujitsu Knowledge Services also provides self-taught courses which are included in the MSP tiers. The number of training units included is based on the size of your network. These self-study courses include industry-standard technology and product updates.

MEF-CECP Certification Preparation

As an MEF-Accredited Training Provider, Fujitsu offers a comprehensive range of training and self-study choices for professionals who want to obtain their up-to-date MEF-CECP certification. These classes are purchased separately from the MSP tiers.

Network Services

Data Communications Network Optimization Service

With the Data Communications Network (DCN) optimization service, Fujitsu engineers remotely inspect and evaluate your DCN for areas that need optimization. You receive a detailed report of our recommendations for optimization and corrective actions (such as oversubscription and DCN redundancy). You can also request an estimate for Fujitsu to perform the optimization and correction plan.

Remote Circuit Provisioning

The Fujitsu Circuit Provisioning Center (CPC) team is equipped to provision circuits on multiple transport and data systems. The CPC is your multivendor point of contact for provisioning and change control.

Remote Circuit Provisioning includes services such as:

- Change control with service request and notifications
- Project management for customer-driven projects

Assigned Subject-Matter Expert/TAC Specialist

With this offering, you have personal and direct access to one of our expert engineers. These engineers work directly with you as a technical partner, focusing primarily on the health and maintenance of your network. Our team of experts proactively runs audits, provides reports, and tracks customer service requests to help you keep outages to an absolute minimum. Your assigned TAC engineer works in lock-step with local technicians to ensure faults and issues are properly cleared. VPN connection to the network is required.

Network Audit

The Network Audit Service provides daily, weekly and monthly reports outlining issues that must be addressed to keep your network in optimal running condition. These reports classify issues as critical, major or minor. The Fujitsu team checks all critical alarm reports and reports them to your designated local office or personnel. We also assess all reports and provide recommendations for prioritizing alarms. We must have VPN access to your network to perform this service.

We'll Work With You

With the Fujitsu MSP, you keep your network operating at peak performance, control your operations costs and protect your investments in equipment and software. Our comprehensive program is flexible to accommodate your specific needs and supports your equipment with top-class technical experts. Let Fujitsu help you keep your network operating at its best.

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