

FACT SHEET

ETERNUS STORAGE INSTALLATION SERVICES

FUJITSU AMERICA OFFERS A STANDARD ONSITE HARDWARE INSTALLATION SERVICE, A REMOTE IMPLEMENTATION SERVICE, AND PROFESSIONAL SERVICES ENGAGEMENTS AT A PRICE THAT WILL MEET YOUR NEEDS.

OVERVIEW

Help with an onsite installation or remote implementation of ETERNUS® storage system models is available. The following is a summary of these services and an explanation for how they are typically used:

Hardware Installation Service: This onsite Installation Service provides for the basic installation of ETERNUS storage systems. The Installation Service is part of a suite of Fujitsu deployment services that are designed to give you the peace of mind that comes from knowing your Fujitsu products have been installed by a Fujitsu specialist in accordance with the manufacturer's product documentation.

Installation Service for entry level ETERNUS DX60/80/90 is optional, though recommended for customers who wish to be quickly operational, or may not have the technical staff required for self-install.

Installation Service for mid-range ETERNUS DX400 series and high-end ETERNUS DX8000 series systems is required. Only Fujitsu trained certified technical specialists are authorized to install these enterprise-class disk storage systems.

Remote Implementation Service: This remote service includes what is necessary for a remote ETERNUS implementation. This service is only available on ETERNUS DX60, DX80, and DX90 models.

Professional Services QuickStart: This service provides expertise to quickly and efficiently configure your storage system for the shortest path possible to accessing and exploiting your storage resources.

Note: A Professional Services QuickStart service is highly recommended for initial DX400 and DX8000 customer installations.

HARDWARE INSTALLATION SERVICE

Fujitsu America Field Engineers are factory trained in ETERNUS hardware installation procedures ensuring that storage subsystems are installed correctly for long term reliability. A Fujitsu America Field Engineer will arrive onsite prepared to install the storage system/hardware that you have purchased and provide you with an overview of the hardware/system and Fujitsu service and support processes.



REMOTE IMPLEMENTATION SERVICE

The Remote Implementation Service provides Customer Storage Administrators remote access to a Fujitsu America ETERNUS expert to guide them through the ETERNUS implementation process. This Remote Service will provide an extremely fast and efficient implementation of the ETERNUS System. Using remote tools, a Fujitsu America expert will provide assistance for up to 3 hours.

The expert will guide the Customer Storage Administrator through an implementation of the desired configuration connecting to an ETERNUS system from supported versions of Windows, Solaris, Linux or VMware operating systems. This service is for one host image that is configured to optimize long term reliability and serviceability.

Prior to service delivery, you will be provided access to a Customer Responsibilities Document. This document must be completed and returned prior to scheduling of service.

PROFESSIONAL SERVICES

Fujitsu America Professional Services can assist you in optimizing your investment in technology by offering a full range of consulting and customized services.

Contact your local Sales Team for more information to determine which services best fit your needs.

SERVICE OFFERINGS

Service Features	Hardware Installation Service (Optional for DX60, DX80 and DX90)	Remote Implementation Service (Available for DX60, DX80 and DX90)	Professional Services QuickStart (Recommended for DX400 and DX8000)	Professional Services SAN Architecture
On site Service.	✓		✓	✓
Complete Hardware System Assurance process.	✓			
Unpack, visually inspect and inventory equipment. Rack ETERNUS Storage as defined in the Installation Manual.	✓			
Assemble hardware components according to manufacturer's specifications including internal cables and any features e.g., DEs, drives.				
Complete manufacturers' diagnostics checks.	✓			
Configure IP addresses, if provided. Set local date and time.	✓			
Install physical connections e.g., power connection, LAN, Fibre Channel, SCSI. Note: Customer cabling must be completed at time of installation. Note: Infrastructure cabling is an optional fee-based service.	✓			
Review firmware levels and update as required.				
Assist customer in implementing REMCS (REMOte Customer Support).	✓	✓	✓	✓
Provide an overview of the system/hardware and ETERNUS documentation. Review the process to engage support including online resources such as the Fujitsu "downloads" Web site and newsletters.	✓	✓	✓	✓
Configure hardware/system IP addresses for console access. Set storage system name provided by you. Change password.		✓	✓	✓
Modify mode / parameters as required. Set-up network configuration for your environment.		✓	✓	✓
Overview of ETERNUS Manager or ETERNUSmgr.		✓	✓	✓
Create RAID groups and volumes, define host, configure host affinity and define LUN mapping Note: The Remote Implementation Service is designed to train the administrator by configuring LUNs for one host.		✓	✓	✓
Assist Customer Storage Administrator in setting the proper host configuration.				
Review driver levels e.g., Review driver levels, HBA firmware.		✓	✓	✓
Assist Customer Storage Administrator in implementation of multi-path, if applicable.		✓	✓	✓
A scalable, secure, and resilient SAN architecture design with complete path and element redundancy.				✓
Configure SAN Switches. Note: See supported switches on ETERNUS SAN Architecture Service Data Sheet.				✓
Server Configuration for up to 4 servers to operate in the SAN using Fujitsu America purchased HBAs.				✓
Hands on training (TOI) for customer IT staff.			✓	✓

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 including consulting, systems integration, managed services and outsourcing for enterprise applications, data center and field services operations, based on server, software, storage and mobile technologies. Fujitsu provides industry-oriented solutions for manufacturing, retail, healthcare, government, education, financial services and communications sectors. For more information, please visit: <http://solutions.us.fujitsu.com/>.

FUJITSU AMERICA, INC.

1250 East Arques Avenue
Sunnyvale, CA 94085-3470, U.S.A.
Telephone: 800 831 3183
or 408 746 6000
Web: <http://solutions.us.fujitsu.com>
Contact Form:
<http://solutions.us.fujitsu.com/contact>

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