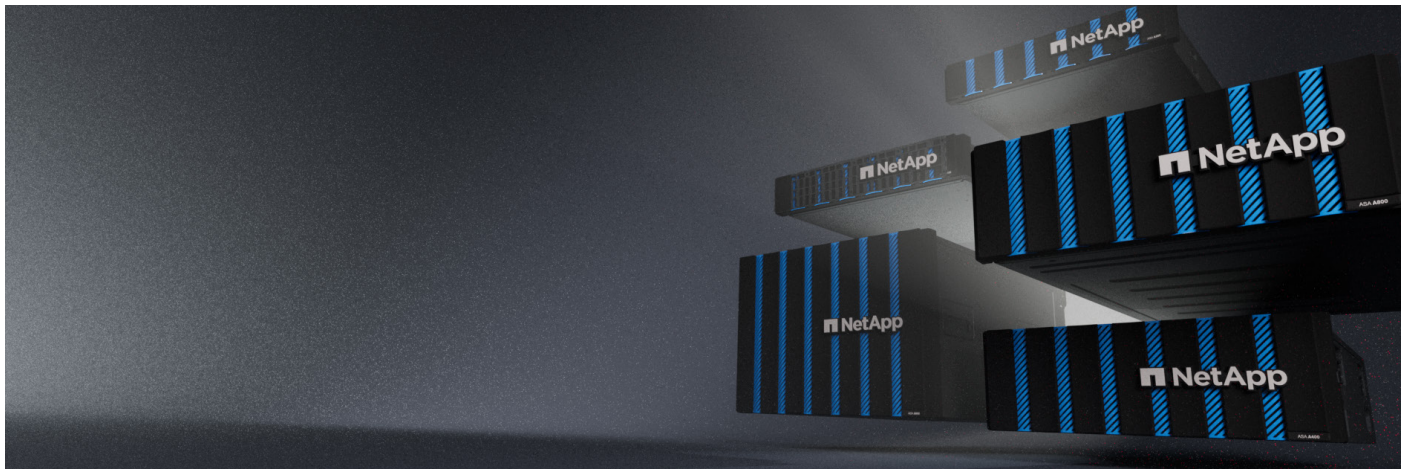


FUJITSU | NetApp

Fujitsu Services for NetApp Solutions





Fujitsu is the premier NetApp Lifecycle Services Certified Partner (LSC) in New Zealand for over 20 years.

As one of the largest providers of information and communication technology services, we are a people focused business delivering excellent services to our customers when you need it. Providing resources at your disposal with experienced technical support that is available whenever you or your business requires it.

We value our partnership with you, we put you at the centre of everything we do.

Key Benefits



Fujitsu is one of the top five IT service providers worldwide



We are the number one service partner for NetApp solutions



We have experienced NetApp Engineers providing onsite support nationwide. We are where you need us, when you need us



We cover the entire spectrum of data centre solutions and services



We have flexible support packages to suit your requirements and budget starting from next business day to 24x7 onsite response and active monitoring



Maximise the value of your investment. With our assistance, not only does your NetApp infrastructure run smoothly, but it's also optimised for performance

Our high value services are designed to provide “Proactive” rather than “Reactive” support, protecting availability and avoiding potential business impact.

Get more from NetApp infrastructure

As services specialists, the Fujitsu team of dedicated NetApp Certified Support Professionals delivers proven best-practice delivery of NetApp expertise and technical know-how to enhance the value of your technology investments. We offer tailored packages that suits your business objectives and budget:

Remote System Monitoring

Provides business hours support for systems with lower requirements.

Onsite troubleshooting

Provides 24x7 support for systems with critical requirements.

Onsite troubleshooting




Ideal for high availability, mission-critical infrastructure.

The Fujitsu “Standard” and “Standard Plus” packages exceed NetApp's Support Edge “Basic” and “Premium” service packages. Unique to Fujitsu, the new “Premium” tier is designed to keep high availability systems tuned, with rapid response times, advanced active 24/7 monitoring and pre-emptive maintenance.



Our Service Matrix

All Fujitsu services for NetApp are delivered on a contracted basis for optimal cost/benefit.

	 Fujitsu Standard Support	 Fujitsu Standard Plus Support	 Fujitsu Premium Support
Remote System Monitoring	X	Not included but available for purchase	24x7 active monitoring
Onsite troubleshooting	8x5 excluding public holidays	24x7	24x7
Target response objectives	Priority 1: 4 hours Priority 2: 8 hours Priority 3: 24 hours Priority 4: N/A	Priority 1: 4 hours Priority 2: 8 hours Priority 3: 16 hours Priority 4: N/A	Priority 1: 4 hours Priority 2: 8 hours Priority 3: 16 hours Priority 4: N/A
Onsite parts delivery	✓	✓	✓
Onsite parts replacement	✓	✓	✓
Installation of remedial software update	✓	✓	✓
Installation of optional software update	X	X	✓
System health checks - see note 2	✓	✓	✓
Access to technical engineering for Q&A / advice	✓	✓	✓
Root cause analysis for P1 faults	X	X	✓
Consulting days	X	✓	✓
Service delivery management	X	X	✓

Together Fujitsu and NetApp have set new standards for optimising IT infrastructure.

About Fujitsu New Zealand

Fujitsu New Zealand is the leading service provider of business, information technology and communications solutions.

As the third largest ICT Company in the New Zealand marketplace, we partner with our customers to consult, design, build, operate and support business solutions.

From strategic consulting to application and infrastructure solutions and services, Fujitsu has earned a reputation as the single supplier of choice for leading corporate and government organisations.

Fujitsu New Zealand Limited are wholly owned subsidiaries of Fujitsu Limited

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