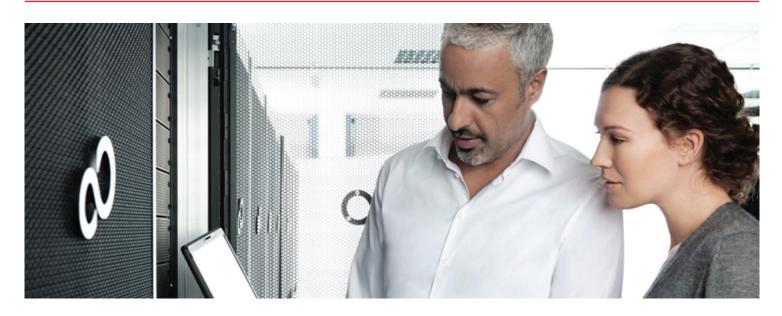FUJITSU

Fact Sheet
FUJITSU Support Packs for Services

Support Packs for select Fujitsu Services in North America.

INTRODUCTION

Fujitsu offers – with its Fujitsu Support Packs for Services – a suite of "remote" on-demand services for Fujitsu Enterprise customers. The services which are currently available through these "remote" on-demand Support Packs include storage provisioning, storage performance analysis, VDI configuration assistance, network configuration assistance, assistance with VMware® and with ETERNUS® CS scripting, as well as, basic product training and other "custom" on-demand services.

SERVICE OFFFERINGS

Following are the Support Packs currently being offered with a brief description of the types of tasks that may be requested for each Support:Pack:

- **Storage Provisioning Support Pack**
  Review Storage requirements
  Create LUNs
  Create RAID Groups
  Perform RAID migration

- **Storage Performance Analysis Support Pack**
  Run performance and utilization report
  Look for Bottlenecks
  Check firmware levels

- **VDI Configuration Assistance Support Pack**
  Assist with VDI recovery after an outage
  Add new VDI clients
  Configure VDI management software

- **VMware Configuration Assistance**
  VMware Installation/Configuration Assistance
  Assist with configuration of vCenter Server™
  Create template VMs with basic load of O/S
  Review your existing VMware environment
  General VMware assistance

- **ETERNUS CS Scripting Support Pack**
  Create tape eject script
  Create DBR script
  Update and maintain existing scripts

■ **HPC Assistance Support Pack**
Assist with HPC setup and configuration
Review hardware/software compatibility
Assist with HPC software upgrades
Provide general HPC assistance

■ **Network Configuration Support Pack**
Configure network ports
Configure group groups
Diagram network connections

■ **"Custom" Services Support Pack**
Custom services not covered by other Support Packs
Check with your Fujitsu Sales Representative

PROVISIONS

Fujitsu Support Packs for Services are provided based on a one-time pre-paid charge for a bundled number of hours. The minimum number of hours available for purchase is 4 (half day). Support Packs can be purchased at any time and must be used within one year. Unused hours will expire after one year.

The contract period for the Support Pack service (service period) begins on the date when the corresponding Support Pack is purchase and it runs until the expiration of the Support Pack which is one year from purchase. On expiration, any remaining unused hours are lost.

Fujitsu Support Packs for Services are purchased on a per hour basis. The Support Pack service must be pre-scheduled and is expected to be delivered during standard Fujitsu business hours. For work outside of standard Fujitsu business hours, the rate will be charged at 1 ½ Support Pack hour per wall clock hour.

Each Support Pack engagement is expected to be a contiguous event. The minimum hours to be charged per on-demand event are 2 hours. The service is subject to the availability of the consultant and must be scheduled in advance. Up to 1 week of lead time (possibly more) may be required depending on the service and the availability of resources.

The ability of Fujitsu to deliver these services is dependent on the customer's full and timely cooperation as well as the completeness and accuracy of the data that is provided to Fujitsu by the customer. Fujitsu reserves the right to charge additional "on-demand" hours for any time expended due to incomplete or inaccurate information.

SERVICE DELIVERY SPECIFICATIONS

■ **Scheduling your On-Demand Service**
To schedule your remote On-Demand Support Pack service, send an email to FAI_SupportPack@us.fujitsu.com. Provide customer name and quote number which was used to make the purchase.

■ **Lead Time for your On-Demand Service**
The lead time to schedule your On-Demand service can vary depending on the service and the type of resource needed. In most cases, the On-Demand service can be scheduled to begin within 1 to 2 business days after receiving notification but may take up to one week (possibly more) depending on the service and the type of resource required.

■ **Remote access for the Service**
As part of the Services Support Pack, Fujitsu will provide a remote access method such as WebEx for delivering the service. Remote access to a customer's system will only be carried out with the customer's prior approval and on a case-by-case basis. This access generally requires a connection to the Internet.

■ **Service Eligibility**
This Fujitsu Support Packs are only available to customers who are purchasing or who have purchased Fujitsu products. The Support Packs are only to be used on Fujitsu products and cannot be used for services on other vendors' products.

■ **Ordering your Support Pack**
The Fujitsu Support Packs for Services are available from your local Fujitsu representative. The services are ordered in increments of one hour. When ordering your Support Pack, specify the quantity of hours you'd like to purchase (minimum of 4 hours).

Title	Storage Provisioning Support Pack
Order Code:	FTSPS-SP-PROVISION
Title	Storage Performance Support Pack
Order Code:	FTSPS-SP-PERFCHK
Title	VDI Configuration Support Pack
Order Code:	FTSPS-SP-VDIASSIST
Title	VMware Assistance Support Pack
Order Code:	FTSPS-SP-VMASSIST
Title	HPC Assistance Support Pack
Order Code:	FTSPS-SP-HPCASSIST
Title	ETERNUS CS Scripting Support Pack
Order Code:	FTSPS-SP-CSSCRIPT
Title	Network Configuration Support Pack
Order Code:	FTSPS-SP-NETASSIST
Title	Custom Service Support Pack
Order Code:	FTSPS-SP-CUSTOM

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 and solutions, including consulting, systems integration, managed services, outsourcing and cloud services for infrastructure, platforms and applications; data center and field services; and server, storage, software and mobile/tablet technologies.
For more information, please visit: http://solutions.us.fujitsu.com/ and http://twitter.com/fujitsuamerica

Fujitsu platform solutions

In addition to Fujitsu Services Support Packs, Fujitsu provides a range of platform solutions. They combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships.

Dynamic Infrastructures

With the Fujitsu Dynamic Infrastructures approach, Fujitsu offers a full portfolio of IT products, solutions and services, ranging from clients to datacenter solutions, Managed Infrastructure and Infrastructure as a-Service. How much you benefit from Fujitsu technologies and services depends on the level of cooperation you choose. This takes IT flexibility and efficiency to the next level.

Computing products

www.fujitsu.com/global/services/computing/

- PRIMERGY: Industrial standard server
- SPARC Enterprise: UNIX server
- PRIMEQUEST: Mission-critical IA server
- ETERNUS: Storage system

Software

www.fujitsu.com/global/services/software/

- Interstage®: Application infrastructure software
- Systemwalker®: System management software

Services

http://solutions.us.fujitsu.com/

- Consulting Services
- Application Services
- Managed Infrastructure Services
- Product Support Services

More information

Learn more about Fujitsu Product Support Services, please contact your Fujitsu sales representative, Fujitsu business partner, or visit our website.

http://solutions.us.fujitsu.com/
ProfessionalServices

Fujitsu green policy innovation

Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global know-how, we aim to resolve issues of environmental energy efficiency through IT. Please find further information at:
www.fujitsu.com/global/about/environment/

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