

FACT SHEET

FUJITSU FLEXFRAME FOR SAP SOLUTION SERVICE AND SUPPORT

PROVIDING SIMPLER MANAGEMENT, LOWER MAINTENANCE OVERHEAD, AND GREATER VERSATILITY AND SPEED IN RESPONDING TO YOUR BUSINESS NEEDS.

THE BENEFITS

- Integrated support contact for the total FlexFrame® for SAP® Solution
- Actively managed around the clock support for business-critical environments
- Industry leader in responsive problem resolution
- Mission critical response to onsite service requirements
- Flexible service options to meet your business needs



EXCELLENT SERVICE AND SUPPORT FOR FLEXFRAME FOR SAP

Fujitsu is your integrated support contact for the total FlexFrame for SAP Solution. Our core competencies in world class service and support have evolved from mission-critical data center business systems to encompassing the entire enterprise, including distributed computing environments.

Service Commitment

The Fujitsu support structure allows you to select the support type that best fits your day to day needs. Customers can select Premium or Enhanced Plus support options for each FlexFrame for SAP Solution, in addition to other flexible and innovative support options offered by Fujitsu.

Premium and Enhanced Plus Service

Fujitsu offers Premium or Enhanced Plus Service to support the operational objectives of the most demanding mission-critical customer environments. With these services, your business is in a direct link to Fujitsu engineers with expertise supporting business critical computing environments. Ready 24 hours a day, 7 days a week, 365 days a year, we respond with reliable parts as well as Web and telephone expertise to quickly restore your environment. Supported throughout the world, our onsite response time goal of 2 or 4 (Premium and Enhanced Plus respectively), hours is available in defined service areas encompassing major metropolitan areas. These services are offered as warranty uplift and as a post-warranty support service.

Standard Sales Warranty Offering— North America

The warranty period, hardware and software telephone assistance/ response times and onsite coverage hours/response times are the

same for all FlexFrame for SAP Solutions. As your integrated support contact, Fujitsu not only supports your FlexFrame for SAP solutions but can also provide the same world class service programs on select 3rd party equipment as well as software updates and patches. Warranty offerings vary by country—check with your country Fujitsu business manager, as well as your agreement to purchase the hardware and license the software.

FLEXFRAME FOR SAP SOLUTION SUPPORT BY FUJITSU

FlexFrame for SAP Hardware Components

The options for your hardware stack consist of PRIMERGY® servers, an IP network infrastructure, and a central NAS storage system that encompasses both the customer data and the infrastructure software components of FlexFrame for SAP. There is also an option to store user data in a SAN storage system. There are two designated PRIMERGY RX300 servers on which the complete control logic for the entire infrastructure runs. These are known as the “control centers.” To ensure fail-safe operation, the control centers are operated in a PRIMECLUSTER® network.

FlexFrame for SAP Service includes support for the following hardware components:

FlexFrame for SAP Control Nodes

- Quantity 2 PRIMERGY RX300 rack servers

FlexFrame for SAP Database and Application Nodes

- PRIMERGY® blade servers
- PRIMERGY® rack servers

FlexFrame for SAP Storage systems

- NAS (Network Attached Storage) required
- SAN (Storage Area Network) optional

FlexFrame for SAP Software Components

- Fujitsu also tests all Operating System upgrades to ensure they work with standard SAP configurations.
- In order to simplify ordering, all the FlexFrame for SAP software components that are required to control the overall infrastructure and to run the SAP services are grouped into individual packages.

FlexFrame for SAP Service includes support for the following software components:

- FlexFrame software for the Control Center
- FlexFrame software for the Application Nodes
- Operating System (SuSE Linux Enterprise Server)

FLEXFRAME SOLUTION SERVICES(1)

	Enhanced Plus	Premium
FlexFrame Software warranty period	90 days	
Support Features (1)		
Telephone Assistance		
24 x 7 x 365	✓	✓
Phone Response Target Time: (2)		
Severity 1	Live Transfer	Live Transfer
Severity 2	2 hours	Live Transfer
Severity 3	4 hours	Live Transfer
Onsite System Coverage (2 & 3)		
7 x 24 x 365	✓	✓
Onsite Response Target Time		
Severity 1	4 hours	2 hours
Severity 2	Next Business Day	4 hours
Severity 3	Next Business Day	Next Business Day
Spare Parts Target Response		
Severity 1	4 hours	2 hours
Account Support Features		
Integrated Support Contact for FlexFrame HW & SW problems	✓	✓
Time-Based Alert and Escalation Process	✓	✓
Service Account Management		✓
Account Support Plan (4)	✓	✓
Account Support Review (5)	Semi-Annual	Quarterly
Field Change Order (FCO)		
Management Assistance	✓	✓
Mission-Critical Support Process	Severity 1 Only	Severity 1 Only
Site Activity Log	✓	✓
Designated Contacts		
Per Site Per Shift (6)	✓	✓
Additional Contacts Per Site	\$150	\$150
FlexFrame Software Updates and Patches		
Patches (7)	✓	✓
Software Updates(8)	✓	✓
Software Update Implementation	Fee- Based Statement of Work	Fee- Based Statement of Work

NOTES:

- (1) Specific services are subject to local availability.
- (2) The following definitions apply for problem severity:
Severity 1: system down, business outage.
Severity 2: a serious problem, but impaired production is proceeding.
Severity 3: an important problem that does not affect production.
- (3) Onsite response commitment by a service engineer is within the contracted onsite coverage hours. Two-hour onsite response target for Severity One priorities is offered for sites within a fifty (50) mile radius of a Fujitsu authorized service operation. Onsite support applies to hardware support. Software is supported remotely by the Fujitsu Global Support Center.
- (4) Local customer support management will provide the process for the design of an Account Support Plan for the customer.
- (5) This option provides for quarterly or semi-annual onsite technical support reviews. Support reviews discuss product support and service issues during the previous period as well as problem resolution and/or action plans.
- (6) Designated by site and authorized to call the Fujitsu Global Support Center. The customer is entitled to three contacts per shift.
For an incremental per person per month fee, additional names may be added to this list.
- (7) Media is included. Installation and implementation is fee-based (Statement of Work).
- (8) Maintenance release or updates. Installation and implementation is fee-based (Statement of Work).

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