FUJITSU

Service Package Specifications
Managed Network Services

Flexible Carrier-Grade Network Operations Support

Introduction

Fujitsu Managed Network Services provide 24x7x365 remote monitoring, management, notification, troubleshooting and provisioning services from our world-class, US-based Network Operations Center (NOC). These global services bring carrier-grade operations to business-critical network infrastructure, offering the peace of mind that comes with reliable protection. Utilizing the Fujitsu NOC monitoring tools, the services are scalable and provide multitenant support for multiple network projects.

Service Packages

Managed Network Services enable customers to address a wide range of network management functionalities and ensure the network is protected against service-affecting problems. Two packages are available: Event Management and the more comprehensive Fault Management. Either package can be augmented with Provisioning as an add-on service. Standard pricing and connectivity options are included with these packages. Other products and value-added options can be quoted upon request.

Fujitsu Advantages		
Standard SOWs Tiered packages Value-added options Complete device coverage	OSI Layer 1, 2, 3 support Multiple technologies and protocols Geographic redundancy Global support capability	End customer eBonding Skilled and certified personnel Certified program managers Service delivery managers

Supported Platforms and Technologies

Multivendor Management			
Physical Layer	Data Link and Network Layers	Servers	Security
ADVA • Alcatel-Lucent BTI • Ciena Cisco • DragonWave (Radio) Exhalt (Radio) • Fujitsu Juniper • Nera (Radio) Nokia Siemens • Turin	Alcatel-Lucent • Allied Telesyn Avaya • AudioCode Brocade • Calix CheckPoint • Cisco Extreme • Juniper MRV • Oracle • Zhone	Fujitsu Dell HP SUN/Oracle IBM	BlueCoat CheckPoint Cisco Citrix Fortinet Tipping Point

Technology Management					
Network Technologies			Operating Systems		Security Technologies
ATM DWDM Ethernet L2/L3 Gigabit Ethernet	Microwave PON Routers SBC/SBA	SONET Switches TDM Wireless	AIX HP-UX Linux	Mac OS Solaris Windows	Virus protection Firewall IDS/IPS VPN

Package and Pricing Options

Tiered Package Offerings			
	Event Management MNS-S-EM-x	Fault Management MNS-S-FM-x	Provisioning MNS-S-PROV-10
24x7 Monitor & Notify	✓	NA	• Customers' pre-engineered MACs • May be added with Event Management or Fault Management package
24x7 Monitor, Notify & Troubleshoot	NA	✓	
Geographic Redundancy*	✓	✓	
Customized Reporting	✓	✓	
Program & Project Management	✓	✓	
Service Delivery Manager	✓	✓	
Defined Operational Processes	✓	✓	
Incident Ticket Management	✓	✓	
Automated Notifications	✓	✓	
Remote Break/Fix Ownership to Restoration		✓	
Problem Management		✓	
OEM Maintenance Support		✓	
Third-Party Management		✓	
Connectivity MNS-S-xVPN (selection of one option required)			
	Connectivity (Single)	Connectivity (Dual)*	Customer Provided

Geographic connection redundancy dependent on dual connection

Tiered Pricing		
Package	Deliverables	Type
Event Management (MNS-S-EM-x)	24x7 event, management & notification • Incident ticket management • Customer owns restoration	Layer 1 (Optical) Layer 2/3 (Ethernet) Servers
Fault Management (MNS-S-FM-x)	24x7 fault management & troubleshooting • Incident ticket management • Remote break/fix ownership to restoration	Layer 1 (Optical) Layer 2/3 (Ethernet) Servers
Provisioning (MNS-S-PROV10)	Provisioning add-on - • Pre-engineered provisioning MAC • Provided by block of 10 MACs • Quota managed monthly	Block of 10 MACs (managed by 10 per month max.)
Select One (MNS-S-xVPN)	Connectivity (single)	Single-access secure VPN
	Connectivity (dual)	Dual-access secure VPN
	Connectivity (customer-provided)	Customer-provided VPN

Pricing is based on the following:
- *Packages – Event Management or Fault Management*
- *Number of devices in the network – <50; 50–250; 251–500; >500 (custom)*
- *Types of services provided – Layer 1 (Optical); Layer 2/3 (Ethernet); Servers*
- *Connectivity – Fujitsu-provided single-access VPN; Fujitsu-provided dual-access VPN; customer-provided VPN*
- *Optional Add-on service – Provisioning (MNS-S-PROV10)*

Additional Services Available

Optional Value-Added Services

Quotable Value-Added Options	
Service	**Description**
Engineering Support	• Configuration management • Bandwidth management • Circuit resource management
Proactive Performance Management	• Trending analysis
eBonding Ticket System	• Near-real time notifications
Hardware Replacement	• NBD, 4-hour break/fix support • OEM RMA processing • Local and remote warehousing
Onsite Support	• NBD, 4-hour break/fix support • Local personnel
Routine Preventative Maintenance	• Quarterly, semi-annual, annual
Remote User Access (Read Only)	• Two-factor authentication security

Additional service offerings are available and require a custom quote.

Who is the Customer?

Target Market Segments	
Enterprise	Privately-owned networks for internal company services only
Financial Institutions	Banking, trading and insurance companies
Governmental Agencies	City, state and civilian agencies
Power and Utility Companies	Electricity, gas and hydroelectric producing companies
Educational Institutions	City, state and universities
Wireless Backhaul Providers	Backhaul providers to local, regional and state cell towers
Co-Location Datacenter Providers	Providers selling caged floor space for different clients

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