

Data Sheet

FUJITSU Service Operation Package

Product Related Services

Support Services for IT Hardware



INTRODUCTION

Fujitsu offers - with its break fix solution or as a standalone offering - support services for hardware which cover Service Delivery Management.

This data sheet describes the contractually relevant support services Fujitsu can provide.

The specific scope of the contracted support services is defined in the terms and conditions provided to the customer.

FUJITSU SERVICE OPERATION PACKAGE

Service Operation Package is a product-related service contract for a fixed period. It can be purchased in addition to your break fix solution or as a standalone Service Delivery support model.

Fujitsu's Service Operation Package can be purchased with a contract term of between 1 and 3 years. Before expiry, the service period can be extended (until the maximal contract term of 3 years) by purchasing a corresponding follow-on Service Operation Package.

The contract period (service period) begins on the exact date when the Service Operation Package was initially purchased. The service is provided based on a once-only payment to be paid in advance.

Services in detail

OUR SERVICE OFFERING

The Fujitsu Service Operation Package is a high end service support function. It provides our customers with a Service Delivery Manager to oversee incidents and problems and to report back against agreed key performance indicators.

The package includes quarterly Service performance statistics and any Service improvement recommendations.

• Service Escalations

The package allows up to 12 service escalations per 12 month period to a single point of contact Service Delivery Manager. The contact is from Monday to Friday 09:00 to 18:00.

The single point of contact is fully covered for the period of the Service contract with a "buddy" working alongside the Service Delivery Manager who is equally able to deliver the Service and adhere to the customers contracted obligations.

The customer will also be provided with a senior management escalation chain to ensure peer to peer communication for major incidents.

• Service Reporting

The package includes the provision of quarterly Service performance statistics and any Service improvement recommendations, which arise from the Service Escalations. The content of the Service performance statistics will be based on the Fujitsu contracted break fix product and services.

FUJITSU SERVICE OPERATION PACKAGE - ADD-ONS

The Service Operation Package has two add-on packages that complement the Service Delivery Fujitsu can provide.

- Service Lifecycle Package
- Service Event Management

OUR SERVICE OFFERING – Service Lifecycle Package

The Fujitsu Service Lifecycle Package is a high end service support function. It provides our customers with a Service Delivery Manager and a Technical Account Manager to assess, guide, document and report on the existing customer infrastructure.

It can be sold as an addition to the Service Operation Package or as a standalone Service offering.

• Service Management

The package includes a single day's (Mon to Fri 09:00 to 17:00) onsite consultation session with a Fujitsu Service Delivery Manager.

• Audit and Risk

Following the consultation or as a prerequisite, the package allows for a single day's (Mon to Fri 09:00 to 17:00) onsite technical audit/consultation session with a Fujitsu Technical Account Manager in attendance.

• Service Reporting

The results of the audit/consultation will be reported back to the customer in the form of a service improvement plan. This plan will include:-

- Risk observations and recommendations
- Product and service road mapping
- Service Development guidance

If this package is in addition to the Service Operation Package, the

Service performance statistics will be increased from quarterly to monthly.

OUR SERVICE OFFERING – Service Event Management Package

The Fujitsu Service Event Management Package is a high end service support function. It provides our customers with a Service Delivery Manager and *options to increase their break fix contract for a defined period of time.

It can be sold as an addition to the Service Operation Package or the Service Lifecycle Package or as a standalone Service offering.

NB: *Provision to increase an existing or provide a new break fix contract for a set period of time is not always possible. There are variables which may not make this possible, including but not limited to, the age of the equipment or minimum contract terms.

• Service Management

The package is a single day rate for Service Delivery Manager. The contact is from Monday to Friday 09:00 to 18:00.

The single point of contact is fully covered for the period of the Service contract with a "buddy" working alongside the Service Delivery Manager who is equally able to deliver the Service and adhere to the customers contracted obligations.

The customer will also be provided with a senior management escalation chain to ensure peer to peer collaboration on major incidents is adhered to.

• Service Reporting

The package can include reporting. If required this can be priced upon application.

SERVICES NOT INCLUDED IN THE SCOPE OF SUPPORT (EXCLUSIONS)

The contractually agreed break fix services for support are not included in the packages.

OPTIONS

The following tables provide an overview of Service Operation Package and its Add-ons.

	Service Operation Package		Service Lifecycle Package		Service Event Management Package	
** Service Escalation	12 Occasions	Monday to Friday 09:00 to 18:00				
Service Management			1 on or off site meeting	Monday to Friday 09:00 to 18:00	1 day	Monday to Friday 09:00 to 18:00
Service Reporting	Quarterly		Monthly		Upon request and not part of the package	
**Senior Escalation Matrix	Yes		Yes		Yes	
Audit and Risk			Yes			
Term	12 Months		Within a 12 Month period		Upon application	
RRP	£9,326		£9,965		£976 per day	
Note	Pricing above is all based on the table content. Please note that these are "From" options and can be increased or decreased to meet your customer's requirements. To make a bespoke request please email: AskUKIPProducts@uk.fujitsu.com					

****Definitions: -**

Service Escalation: First level, single point of contact escalation manager who will deal with the initial call from the customer.
 Senior Escalation Matrix: Second, third and fourth line, senior management contact for major escalations.

More information

Fujitsu products, solutions & services

Products

www.fujitsu.com/global/products/

In addition to the Fujitsu Support services, Fujitsu offers a full portfolio of other computing products.

Computing products

- Storage systems: ETERNUS®
- Server: PRIMERGY®, PRIMEQUEST®, Fujitsu SPARC® M10, BS2000®/OSD Mainframe
- Client Computing Devices: LIFEBOOK®, STYLISTIC®, ESPRIMO®, FUTRO®, CELSIUS®
- Peripherals: Fujitsu Displays, Accessories
- Software
- Network

Product Support Services with different service levels agreements are recommended to safeguard each product and ensure smooth IT operation.

Solutions

<http://www.fujitsu.com/global/solutions>

The Fujitsu solutions combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships. Fujitsu's Solutions include parts of one or more activity groups (e.g., planning, implementation, support, management, and training services) and are designed to solve a specific business need.

Infrastructure Solutions are customer offerings created by bringing Fujitsu's best products, services and technologies together with those from partners to deliver benefit to our customers' businesses.

Industry Solutions are tailored to meet the needs of specific verticals.

Business and Technology Solutions provide a variety of technologies developed to tackle specific business issues such as security and sustainability, across many verticals.

Services

www.fujitsu.com/global/services/

Several customizable Fujitsu Service offerings ensure that IT makes a real difference and delivers true business value. We do this by leveraging our extensive experience in managing large, complex, transformational IT programs to help clients in planning, delivering and operating IT services in a challenging and changing business environment.

Application Services support the development, integration, testing, deployment and on-going management of both custom developed and packaged applications. The services focus on delivering business and productivity improvements for organizations.

Business Services respond to the challenge of planning, delivering and operating IT in a complex and changing IT environment.

Managed Infrastructure Services enable customers to deliver the optimal IT environment to meet their needs – achieving high levels of IT service quality and performance for data center and end user environments.

Fujitsu green policy innovation

www.fujitsu.com/global/about/environment/
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.



More information

Learn more about Fujitsu, please contact your Fujitsu sales representative, Fujitsu business partner, or visit our website <http://www.fujitsu.com/fts/services/support/>

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