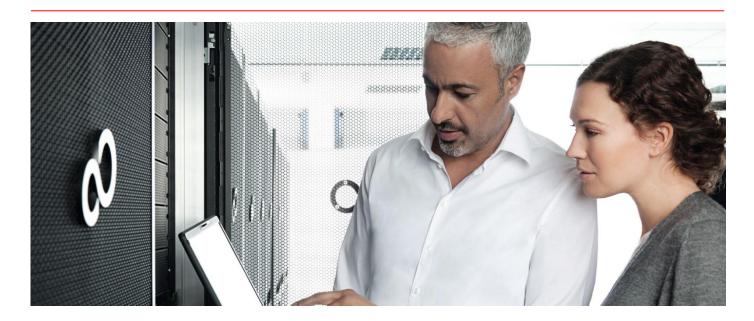FUJITSU

Data Sheet
FUJITSU Technical Account Manager

Support Services for Data Center Systems

INTRODUCTION

The Technical Account Manager – Support Service provides lifecycle management for Fujitsu products on contract within the customer estate and provides a point of contact for technical questions and reviews. A named TAM is assigned to the account who will develop an understanding of the Customer's business requirements and infrastructure along with building a long term working relationship.

The Technical expertise can help to improve resolution times for complex or major problems which in turn can improve system availability for the Customer

STANDARD CAPABILITIES

The following gives an overview on capabilities, the Technical Account Manager may provide.
The actual content will always need to be agreed at the first meeting. For details see "Sales and Operations" later in this datasheet.

Standard Capabilities are:
- Provide one point of contact for technical reviews or questions concerning Fujitsu DataCenter Systems
- Perform on site product familiarisation for Fujitsu DataCenter Systems
- Assists customers with technical questions about their system, recommending training modules if required
- In case of a complex or major problem the TAM can take a leading role in the technical resolution. Being aware of the Customer environment and priorities, while communicating with the Fujitsu service teams and the Customer teams, the TAM allows faster problem resolution
- Provide Lifecycle monitoring of the existing customer assets under support
  - ➢ Track the firmware levels
- Manage field change orders (FCO) that affect the estate
- Annual technical review meeting
  - ➢ Report on End Of Service Life dates
  - ➢ Report on available firmware upgrades
  - ➢ Discuss firmware update plan (any firmware installation must be purchased separately)

➢ Advise on reported technical points of concern
➢ Advise on best practices to maximize availability (infrastructure)

- Additional infrastructure work (installation, move) separately quoted for by Fujitsu, will be managed by the TAM ensuring a seamless integration into the existing environment to an agreed standard
- More frequent technical review meetings (monthly, quarterly or half yearly)
- Installation of firmware updates (usually this is a Customer responsibility); as the technical specialist will be onsite, should any unforeseen problem occur the recovery times can be improved
- Extended product reporting, for example storage array usage, alert management and configuration
- Documentation of Customer specific replacement procedures for engineers, ensuring work follows Customer standards. For example required firmware levels are installed from or access and reporting protocols are followed
- Onsite TAM presence for a defined number of days per month/week to assist with the supported infrastructure

SALES AND OPERATIONS

As typical with packaged Services, they can be conveniently purchased in the desired quantity depending on the individual requirements.
One TAM-Unit represents 1 working day (8h) for the customer; on-site or off-site (e.g. for collecting / consolidating information explicitly for this customer)
To calculate the correct quantity of TAM days, the creation of a Statement of Work e.g. by Fujitsu PreSales is beneficial

In any case, when the TAM first meets the customer, the intended work to be done is jointly discussed, agreed and documented in a Statement of Work which is then signed by both parties
In case the content of the Statement of Work exceeds the purchased TAM days,

- The workload needs to be reduced and agreed / approved or
- The customer needs to purchase additional TAM-days.

When purchased, the TAM will be available to the customer on a first order - first serve basis, though with minimum one week notice.

OPTIONS

To take the variety of complexity of customer systems into consideration, there are different capability levels on offer:

- For standalone Servers / Storage systems (single PRIMERGY, ETERNUS or other system)
- For small datacentres (up to 10 units PRIMERGY, Storage or Network component)
- For large datacentres (more than 10 units)

LEGAL INFORMATION / GENERAL TERMS AND CONDITIONS

The product, delivery and service features described above include a final list of the features of the subject of the contract and do not represent a guaranteed quality or declaration thereof in the eyes of the law.

In addition to this data sheet, the following general business terms and conditions of Fujitsu Technology Solutions in the respective local version apply (see http://www.fujitsu.com/fts/support-local-terms):

- "General terms and conditions for Integration Services of Fujitsu Technology Solutions"

More information

Fujitsu Portfolio

Product Related Services ensure system availability and business continuity of customers' IT systems during all phases of a product's lifecycle. Depending on the criticality of IT systems and processes customers can choose between reactive services and proactive/ preventive services. Product Related Services can be added to both hardware and software product in perfectly tailored packages.
What's more? In order to liberate customers from the significant challenges of tighter budgets and ageing equipment Product Related Services can be purchased together with the hardware/ software components on a subscription basis as Hardware as a Service (HaaS).

Fujitsu Portfolio

Built on industry standards, Fujitsu offers a full portfolio of IT hardware and software products, services, solutions and cloud offering, ranging from clients to datacenter solutions and includes the broad stack of Business Solutions, as well as the full stack of Cloud offerings. This allows customers to select from alternative sourcing and delivery models to increase their business agility and to improve their IT operation's reliability.

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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/

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 contribute to the creation of a sustainable environment for future generations through IT.
Please find further information at
http://www.fujitsu.com/global/about/environment