

Data Sheet

FUJITSU "HyperCare" Pack

Enterprise Products



Ensuring your solution is 'ready and fit for Service'

INTRODUCTION

The Fujitsu "HyperCare" Pack defines a list of tasks which Fujitsu will perform both 30 days prior and 30 days post your application go live date, to ensure that the solution is 'Ready for Service' and that key resources are available and in place to support your mission critical service during the first 30 days of live operation.

The offering provide two options which provide support for up to 50 nodes (devices):

- A Remote pack, which provides remote Technical Account Manager (TAM) Services.
- A Premium pack, which provides additional on-site Services (Remote pack included).

The service focuses around the application go live date, which once defined and agreed cannot be changed once initiated. Each pack provides a full hardware and service inspection of a set number of devices with a TAM assigned to manage the process providing a Single Point of Contact (SPOC) for any concerns.

With the Premium option the TAM will also provide on-site support during the critical Go-Live period.

The HyperCare pack can fit multiple scenarios including

- Customers who have been subject to an extended application test and development phase, where the equipment has been stored over a long period and needs to be checked and reviewed just prior to implementation.
- A critical health check for customers who are just looking to ensure that their Fujitsu equipment is running optimally and the Service is fully prepared for any unfortunate service related events.

Remote HyperCare Pack - Scope of service

Each Remote HyperCare Pack consists of:

- A remote health check of the hardware consisting of a review of all the HW event logs (provided or collected remotely). This should be performed as soon as the pack is activated to ensure that sufficient time is available to address any concerns.

- The hardware log analysis will include a review against all known issues, current firmware levels and Security Vulnerabilities, which will then be reviewed with the customer to develop an action plan for any required work.
- A second Health Check will be conducted at the end of the Service (In the 30 days after the go live date) to ensure the devices are error free when the Service is handed over and the HyperCare Pack ends.
- The TAM will provide an inventory list (CMDB) of the devices covered confirming current firmware levels, serial numbers and End of Service Life (EOSL) dates.
- A review of the AIS (Auto Immune System) configuration will be undertaken to enable the hardware to call home automatically (Autocall) with the customer's permission, as well as enabling the AIS agent to allow remote connectivity by the Fujitsu diagnostic staff when requested and authorized by the customer.
- The TAM will confirm that all devices have been correctly registered for the purchased level of service entitlement, thereby ensuring that Spares and Skills are in place to respond to the expected level of service agreement.
- A service Review to explain how the support routes work, where to go for help and how to escalate issues should the need arise.
- Assistance with the registration of the MySupport portal to get any future notifications of any issues and driver/firmware updates
- Registration of the devices in Warranty portal which can then be used to confirm EOSL dates by email on request (Under development)

Premium HyperCare Pack - Scope of service

The Premium Pack includes all aspects of the Remote Pack with addition of:

- The TAM will be available on site during the Mission Critical Go Live date to ensure that they can address any last minute concerns and assist with escalations if required
- The TAM will attend site (During normal work hours) if required to collect logs for the health check, run Resilience testing (Where applicable), collect and save configuration files and help with FW updates.
- Please see the full list of Services listed in the table "HyperCare Support Pack Options".

HyperCare Support Pack Options

		Remote	Premium
Pre-Application Go-Live Services			
To be delivered in the 30 days prior to application go-live			
1	Provision of a named Technical Account Manager (TAM) to act as a SPOC	*	*
2	Confirmation that the Service Entitlement is correctly registered for up to 50 devices including any associated Software & Hardware Support Packs. This is to ensure that spares and engineering are in place to achieve the required Service Level (SLA).	*	*
3	Health Check of all logs (supplied or collected remotely) including a review against all known issues, security vulnerabilities and confirmation of recommended firmware levels and the hardware End of Service Life (EOSL) Dates. These to be reviewed with the customer to ensure any gaps are understood and a strategy to address any shortfalls are established.	*	*
4	Health Check of all logs (collected on site by the TAM if required) including a review against all known issues, security vulnerabilities and confirmation of recommended firmware levels and the Hardware End of Service Life (EOSL) Dates. These to be reviewed with the customer to ensure any gaps are understood and a strategy to address any shortfalls are established.		*
5	Customer Review (Remote – Skype Session).	*	
6	Customer Review (Face to face).		*
a.	Discussion to confirm a common understanding of support routes and engineering call flow.	*	*
b.	A discussion of any concerns that might impede the supportability of the solution (E.g. access restrictions).	*	*
c.	Handover documentation itemizing the Customer Devices, their Firmware and Support Status (CMDB).	*	*
d.	Discussion of Autocall, AIS, SVOM and ISM Support options.	*	*
7	On Site Services (3 Days provisioned)		
a.	Provision of required Firmware Updates (Should be at least one week before Go-Live date).		*
b.	Configuration of devices into a hardware Management Console (Either SVOM or ISM).		*
c.	Configuration of Autocall (Call home) feature and registration of the AIS Connect Agents to allow remote diagnostics if required.		*
d.	A review of hardware configuration files to ensure they are saved to an agreed location for emergencies.		*
e.	On-site resilience testing (E.g. Failover).		*
f.	TAM present on-site for Application Go Live day.		*
Post Go-Live Services			
To be provided in the 30 days after the go-live date			
1	Monitoring of Service calls and TAM escalation management if required	*	*
2	Assistance in the registration of future update notifications by the My Support Portal	*	*
3	Final Health Check. Final log review prior to handover (Remote)	*	*
4	Final Service review and Sign Off (Remote)	*	*

Assumptions:

- Go Live date once agreed is fixed.
- Unless a Premium Pack is purchased, and with the exception of Mid-High end ETERNUS and High End CentricStor, FW updates are by default the responsibility of the customer. Fujitsu can provide advice and guidance about the update process on the UK Server and Storage Advice line or manage the updates at additional cost.

Products Covered by the HyperCare Service

Fujitsu Portfolio

- ETERNUS® Storage Solutions
- CentricStor® Backup Solutions
- PRIMERGY®, PRIMEFLEX® Solutions
- Fujitsu Value-add Software
- Fujitsu Supplied Network Switches

Service is provided on a per node basis therefore "Value add Software" associated with that node, is included.

Service time

The customer must agree to a Start / Finish date based on when the live service is expected. The standard features of the Service will be delivered during local business hours (standard service time) with the exception of when a critical out of hour's response is required.

Standard service time	Please see details for respective country under http://www.fujitsu.com/uk/products/product-support-services/startup-services/
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Any different service times can be agreed if required and against payment of additional costs.

PREREQUISITES

- Work will be undertaken during normal working hours, 9.00am to 5.00pm, Monday to Friday, bank holidays not included.

ACTIVATION

When a HyperCare pack is sold customers will be contacted within 5 days to confirm the start date of the service. The Service can be delayed by up to a year at the customer's request. Fujitsu must be informed at least 2 weeks prior to the service commencing.

Service handover

Acceptance of the customer by signature that all aspects of the Service have been delivered as required.

HOW TO ORDER

- | | |
|--------------------|---|
| FSP:G-PT15600GBGEN | Remote HyperCare Pack (Up to 50 nodes) |
| FSP:G-PT15700GBGEN | Premium HyperCare Pack (Up to 50 nodes) |

If customers wish to extended the TAM Services beyond the end of the HyperCare Service this can be secured on a daily basis using the code:

- | | |
|--------------------|---------------------------|
| FSP:G-CPXTA00GBSER | Technical Account Manager |
|--------------------|---------------------------|

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/uk/products/product-support-services/startup-services/>

If you want to see how Fujitsu Professional Services could transform your organisation's IT, contact us at ukprofservices@uk.fujitsu.com or call 0843 3541815

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®, BS2000®/OSD Mainframe, Fujitsu SPARC® M10
- 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

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