

Data Sheet FUJITSU Installation Pack



Installation services for Fujitsu server and storage systems

INTRODUCTION

The Fujitsu Installation Pack offers onsite installation services for Fujitsu server and storage systems. In order to provide competitive offerings we have two options:

- Single Server Installations
- Multiple Server (2 to 5 servers) Installations

The Multiple Server Pack is aimed at customers who have more than one server being installed at the same location, in the same rack, on the same day.

The services described below apply; supplementary information may be provided in product-specific Technical Appendices to this data sheet. Depending on the product and on the selected version, the services cover the installation of the hardware, installation of a standard operating system as well as the configuration and initial operation of the system(s). The Installation Pack is available for either one single server or two to five servers at a fixed price in the same location.

Scope of service

Within the framework of the Installation Pack Single or Multiple Fujitsu provides the services described below for the system(s) for which this service has been commissioned including all integral components listed in the respective delivery note. Where applicable, further product-specific details are described in a Technical Appendix for the respective product.

Further services that are not part of the Fujitsu Installation Pack can be provided on request and will be charged on a time and material basis in accordance with the valid Fujitsu price list.

The installation is performed properly and according to the manufacturer's specifications by certified technicians. The installation is considered complete when the function test as described in the respective Technical Appendix is executed successfully. After the completion of the installation, the system is prepared in the best possible way for further configuration and for the initial operation by the customer.

For further information please contact the Installation team on install.pack@uk.fujitsu.com

Installation preparation

Initial contact is made via email or telephone asking the customer to complete a "Schedule of Work".

After receipt of the completed "Schedule of Work" an installation date with the customer is agreed which suits both parties and clarifies with the customer whether the prerequisites for the contractually agreed installation are given.

Installation

- Unpacking and visual verification of the products for damage. In the event of a fault on delivery, the standard DOA process will apply. If required, faulty components are repaired or replaced, according to the respective warranty conditions or the conditions of a valid service agreement. In the event of a damaged Chassis, this needs to be specified to the Returns team to arrange replacement.
- Installation of the hardware and establishment of the physical connections.
- Verification and, where applicable, update the BIOS or firmware in agreement with the customer.
- Integration of the newly installed product in the manufactures or customers remote support network, if possible.
- Performance of product-specific diagnoses in order to determine operational readiness.
- Handover of the packaging material to the customer for further storage or disposal.
- Installation of a standard operating system in a version released for the system and as provided by the customer.
- Configuration of the basic settings for the operation of the respective software according to customer specifications.
- Set up of up to five network connections per server. Customer must provide patching map schedule.
- Configuration of the AIS service. Customer must provide contact details.

System handover

Brief customer instruction. Handover of the system with a protocol and acceptance of the customer by signature that the installation was completely performed in accordance with the description for the purchased Installation Pack.

Service time

Service specialists with product and system-specific knowledge perform the installation at the agreed date and during the local business hours (standard service time) that may vary between countries.

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 installation times can be agreed if required and against payment of additional costs.

PREREQUISITES

The following prerequisites apply for the execution of the Installation Packs (Single and Multiple) as ordered:

- The system and all other components required for the installation are located directly at the installation location. Geographical restrictions may apply for more information please contact the Installation team on install.pack@uk.fujitsu.com.
- Appropriate rack mount kits are provided by the customer for rack installations.
- The required infrastructure (connections for the power supply, LAN, Fibre Channel, SCSI, etc.) including the necessary building cabling, are to be provided by the customer in such a way that they can be connected to the system.
- Basic configuration parameters, such as IP addresses and host names, are known. The customer provides the standard operating system to be installed and if necessary the connecting and operating software on a suitable medium with the appropriate license keys.
- The installation service must be claimed by the customer within 90 days after placement of the order. Fujitsu reserves the right to increase the fee for the Installation Pack after this period.
- Cancellation of an agreed, scheduled installation at less than 48 hours' notice will incur the full cost.
- Upon receipt of completed Schedule of Work a minimum of five working days is applied to organize an installation.

EXCLUSIONS

The Fujitsu Installation Pack is only available for the initial installation of new products. Separate installation services can be offered by Fujitsu for the installation of already existing systems in the framework of IMAC/D services.

Planning or design services for the integration of the systems into the IT environment of the customer or an assessment of the IT environment are not included in the Installation Pack. Fujitsu offers separate services for this.

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/>

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, Accessoires
- 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/uk/>

Accuracy

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