

Data Sheet

FUJITSU Service Delivery Management Package

Product Related Services

Support Services for IT Hardware



INTRODUCTION

Fujitsu offers, alongside its break fix solution or as a standalone offering, support services for hardware that 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 DELIVERY

Product-related services can be purchased in addition to a break fix solution (Support Pack) or as a standalone Service Delivery support model.

Fujitsu's Service Delivery Management Package can be purchased with a contract term of 1 year or at a day rate, but can also be extended according to requirements.



Services in detail

OUR SERVICE OFFERING

The Fujitsu offering is based around the provision of a Service Delivery Manager and can be purchased in two ways:

1. As a day rate to assist in any Service or Programme issues.
2. As a yearly term Service Delivery Management Package which is a high-end service support function providing our customers with a Service Delivery Manager to oversee incidents and problems and to report back against agreed key performance indicators.

Both offerings include Service performance statistics and any Service improvement recommendations.

Service Management

Single Point of Contact available Mon to Fri 09:00 to 17:00 providing a Service Delivery Manager for Incident Management Escalations, Service Review Meetings or Programme Management, based on the customers' requirements.

Incident Management

A Service Delivery Manager, Monday to Friday 09:00 to 17:00, to manage any major Incidents and Escalations.

Service Reporting

Both offerings include the provision of 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.

SERVICES NOT INCLUDED IN THE SCOPE OF SUPPORT (EXCLUSIONS)

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

OPTIONS

NOTE: Offerings can be scaled to suit requirements

Part Code	Description
FSP:G-MU15000GBGEN	1 Day Service Delivery Manager, Single Point of Contact, 9x5, Mon-Fri for Incident Management, Statistical Review Meetings or Programme Management and Reporting
FSP:G-MU15800GBGEN	1 Year (12-month term) Service Delivery Manager. Single Point of Contact, 9x5, Mon-Fri for Incident Management, Statistical Review Meetings or Programme Management and Reporting

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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