

# FACT SHEET

## SUPPORT AND SERVICES OFFERINGS FOR FUJITSU PRIMEQUEST ENTERPRISE SERVERS

### PREMIUM SERVICE AND SUPPORT FOR YOUR ENTERPRISE

#### THE BENEFITS

- Global Support Center Availability 24 x 7 x 365
- Your choice of service levels

To succeed in today's highly demanding business environments, you depend upon your IT resources as never before. At Fujitsu, we understand the technological challenges you face everyday, after all, we've been providing enterprise solutions for over thirty-five years.

#### EXCELLENT SERVICE AND SUPPORT FOR PRIMEQUEST ENTERPRISE SERVERS

As the world's fourth largest IT services provider, Fujitsu focuses on keeping IT and business objectives aligned through close collaboration with our customers. For over 35 years Fujitsu has provided IT infrastructure services and support to some of the world's largest, most successful corporations. The Fujitsu core competencies in world class data service and support have evolved from mission-critical data center business systems to encompassing the entire enterprise world, including distributed computing environments.

#### GLOBAL SUPPORT CENTER AVAILABILITY 24 X 7 X 365

The cornerstone of our business is Mission Critical Support delivered by experienced engineers and backed by an ISO 9001 certified Global Support Center that operates 24 hours a day, 7 days a week, 365 days a year.

#### SERVICE COMMITMENT

The Fujitsu support structure allows you to select the support type that best fits your day to day needs. Customers can select Premium, Enhanced Plus, Enhanced or Basic support options. All support options include live telephone support, replacement parts, and onsite support within defined coverage hours. In addition to warranty service, support options are offered as uplifts and as post-warranty support service.

#### PREMIUM AND ENHANCED PLUS SERVICES

Premium or Enhanced Plus Service supports operational objectives of the most demanding mission-critical customer environments.



Ready 24 hours a day, 7 days a week, 365 days a year, we respond with reliable parts and live telephone expertise to quickly restore your environment. Our onsite response time goal of 2 or 4 hours (Premium and Enhanced Plus respectively), is available in defined service areas encompassing major metropolitan areas.

#### ENHANCED SERVICE

The Enhanced Service level is for customers who require an expanded window of onsite support coverage during the normal Monday—Friday business week, 8AM to 8PM local time (except Holidays), with parts and an onsite response time goal of 4 business hours. Enhanced Service includes live telephone support 24 hours a day, 7 days a week, 365 days a year.

#### BASIC SERVICE

The Basic Service level is for customers with less stringent support needs, requiring both telephone and onsite coverage during a normal workday, Monday – Friday, 8AM to 8PM local time (except Holidays). Basic Service provides live telephone support, with parts and an onsite response time goal of 4 business hours between 8AM and 5PM, Monday - Friday.

#### REMOTE SUPPORT TOOL

Fujitsu offers a Remote Support Tool to capture machine status and error information. This data is securely transmitted via the Internet to a central location and made immediately available to support engineers to take action. The basic Remote Support Tool is bundled with the product and included at no additional cost.

**WARRANTY OFFERING— NORTH AMERICA**

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The warranty period, hardware and software telephone assistance/response times, onsite coverage hours/response times and additional program features are described in the Service Program Offerings matrix. Warranty offerings vary by country—check with your country Fujitsu Business Manager, as well as your agreement to purchase the hardware and license the software.

**CUSTOMIZED CONSULTING/PROFESSIONAL SERVICES**

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Fujitsu can assist customers in optimizing your investment in technology by offering a full range of additional services. Whether you require advice on server consolidation, help with deployment, additional support levels, or education, Fujitsu can deliver the services you need.

- PRIMEQUEST Enterprise QuickStart Service
- Virtualization Assessments and Implementation
- FlexFrame™ for SAP®
- BW-Accelerator Solution for SAP
- SAP Discovery System Configuration
- Linux Cluster Implementation Services (PRIMECLUSTER®)
- Microsoft® Solutions
- Red Hat Linux Fundamentals Training
- Novell SUSE Linux Fundamentals Training

**ABOUT FUJITSU AMERICA**

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Fujitsu America, Inc. provides a complete portfolio of business technology services, computing platforms, and industry solutions. Fujitsu platform products are based on scalable, reliable and high-performance server, storage, software, point-of-sale, and mobile technologies. Fujitsu combines its renowned platform offerings with a full suite of onshore, near shore and offshore system integration, outsourcing, and datacenter services covering applications, operations, infrastructure, customer service, and multi-vendor lifecycle services. Fujitsu provides industry-specific solutions for retail, manufacturing, healthcare, government, education, financial services, and telecommunications sectors. For more information on Fujitsu America's business scope, visit <http://solutions.us.fujitsu.com>.

**SERVICE PROGRAM**

| SERVICE PROGRAM OFFERINGS   |                                    | SERVICE Level<br>Warranty, Uplift and Post Warranty Support |                   |                   |                   |
|---|------------------------------------|---|-------------------|-------------------|-------------------|
| PRODUCT (1)   | Hardware Warranty Period (1)       | Basic   | Enhanced          | Enhanced Plus     | Premium (5)       |
| PQ1800E   | 3-Year Basic Service Level         | Warranty  | Warranty Uplift   | Warranty Uplift   | Warranty Uplift   |
|   |                                    | Post Warranty   | Post Warranty     | Post Warranty     | Post Warranty     |
| PQ540A/ PQ580A  | 1-Year Enhanced Plus Service Level | N/A   | N/A               | Warranty          | Warranty Uplift   |
|   |                                    | Post Warranty   | Post Warranty     | Post Warranty     | Post Warranty     |
| PQ520A  | 1-Year Basic Service Level         | Warranty  | Warranty Uplift   | Warranty Uplift   | Warranty Uplift   |
|   |                                    | Post Warranty   | Post Warranty     | Post Warranty     | Post Warranty     |
| Software Warranty Period  | 90-Day Media Replacement           |   |                   |                   |                   |
| Installation  | Fee-Based                          |   |                   |                   |                   |
| Support Features (1)  |                                    |   |                   |                   |                   |
| Telephone Assistance Hours  |                                    |   |                   |                   |                   |
| 24 x 7 x 365 (3)  |                                    |   | ✓                 | ✓                 | ✓                 |
| 8AM – 8PM Site Local Time<br>Mon – Fri, Except Holidays               |                                    |   |                   |                   |                   |
| 8AM – 5PM Site Local Time<br>Mon – Fri, Except Holidays               |                                    | ✓   |                   |                   |                   |
| Telephone Response Time Target (3)                                    |                                    |   |                   |                   |                   |
| Severity 1 – Live Transfer  |                                    | ✓   | ✓                 | ✓                 | ✓                 |
| Severity 2  |                                    | 2 Hours   | 2 Hours           | 2 Hours           | 2 Hours           |
| Severity 3  |                                    | 4 Hours   | 4 Hours           | 4 Hours           | 4 Hours           |
| Onsite Coverage Hours   |                                    |   |                   |                   |                   |
| 24 x 7 x 365 (3)  |                                    |   |                   | ✓                 | ✓                 |
| 8AM – 8PM Site Local Time<br>Mon – Fri, Except Holidays               |                                    |   | ✓                 |                   |                   |
| 8AM – 5PM Site Local Time<br>Mon – Fri, Except Holidays               |                                    | ✓   |                   |                   |                   |
| Onsite Response Target Time (4)(5)                                    |                                    |   |                   |                   |                   |
| Severity 1  |                                    | Next Business Day   | 4 Business Hours  | 4 Hours           | 2 Hours           |
| Severity 2  |                                    | Next Business Day   | Next Business Day | Next Business Day | 4 Hours           |
| Severity 3  |                                    | Next Business Day   | Next Business Day | Next Business Day | Next Business Day |
| Spare Parts (5)   |                                    |   |                   |                   |                   |
| Response Time (Severity 1)  |                                    | Next Business Day   | 4 Business Hours  | 4 Hours           | 2 Hours           |
| Parts Replacement   |                                    |   |                   |                   |                   |
|   |                                    | By Fujitsu  | By Fujitsu        | By Fujitsu        | By Fujitsu        |
| Account Support Features  |                                    |   |                   |                   |                   |
| Single Point of Contact for HW & SW problems                          |                                    | ✓   | ✓                 | ✓                 | ✓                 |
| Time-Based Alert and Escalation Process                               |                                    | ✓   | ✓                 | ✓                 | ✓                 |
| Service Account Management  |                                    | N/A   | N/A               | ✓                 | ✓                 |
| Account Support Plan (6)  |                                    | N/A   | N/A               | ✓                 | ✓                 |
| Account Support Review (7)  |                                    | N/A   | Semi-Annual       | Semi-Annual       | Quarterly         |
| Firmware Update Service   |                                    | ✓   | ✓                 | ✓                 | ✓                 |
| Field Change Order (FCO) Management Assistance                        |                                    | ✓   | ✓                 | ✓                 | ✓                 |
| Mission-Critical Support Process                                      |                                    | N/A   | Severity 1 Only   | Severity 1 Only   | ✓                 |
| Designated Contacts Per Site Authorized to Call Global Support Center |                                    | ✓   | ✓                 | ✓                 | ✓                 |
| Additional Contacts Per Site  |                                    | Fee-Based   | Fee-Based         | Fee-Based         | Fee-Based         |
| Remote Maintenance (8)  |                                    | ✓   | ✓                 | ✓                 | ✓                 |
| Driver Updates (9)  |                                    | ✓   | ✓                 | ✓                 | ✓                 |
| Fee-Based Support Features  |                                    |   |                   |                   |                   |
| Software Maintenance (10)   |                                    | Fee-Based   | Fee-Based         | Fee-Based         | Fee-Based         |
| Software Version Upgrades (11)  |                                    | Fee-Based   | Fee-Based         | Fee-Based         | Fee-Based         |
| Onsite Parts  |                                    | N/A   | N/A               | N/A               | Fee-Based         |
| Professional Services   |                                    |   |                   |                   |                   |
| Software Installation   |                                    | Fee-Based   | Fee-Based         | Fee-Based         | Fee-Based         |

NOTES:

- (1) Products and/or specific Support Features are subject to local geographic availability.
- (2) This 24 x 7 x 365 coverage period is the only coverage period that includes local Holidays.
- (3) The following definitions apply for problem severity: Severity 1: Server down, business outage. Severity 2: A serious problem, but impaired production is proceeding. Severity 3: An important problem that does not affect production.
- (4) Onsite Response Target by a Service Engineer is within the contracted Onsite Coverage Hours. Two-hour Onsite Response Target for Severity 1 priorities is offered for sites within a fifty ("50") mile radius of a Fujitsu authorized service operation. Onsite Coverage applies to hardware support. Software is supported remotely by the Fujitsu Global Support Center.
- (5) Once a failed component is identified, the Spare Parts Response Time is measured from the time a replacement part is ordered to the time the part arrives at the site where the system is located, and may be impacted by import/export limitations. The time used is local site time where the system is located.
- (6) Local customer support management will provide the process for the design of an Account Support Plan for the customer.
- (7) Quarterly or semi-annual onsite Technical Account Support Reviews include discussion of product support and service issues during the previous period as well as problem resolution and/or action plans.
- (8) The Fujitsu Remote Support Tool monitors machine status continuously. Machine status and failure data is securely sent to Fujitsu America support personnel for analysis and action. Should the customer decline setup of the Remote Support Tool, or it cannot be configured for other reasons, Fujitsu's ability to meet certain response time targets may be impaired. Please contact your Fujitsu Business Manager for details.
- (9) Driver updates are available from our secure download site:  
<https://download.computers.us.fujitsu.com/>,
- (10) Support for certain software (e.g. Red Hat Linux, Novell SUSE Linux, Microsoft Windows Server, etc.) may require an annual subscription fee and/or annual fee based service.
- (11) Software version upgrades (e.g. 1.x to 2.x, etc.) may require additional license fee. Software installation is a fee-based service.

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