



# Fact Sheet

## Support and Services Offerings for Fujitsu ETERNUS CS8000 Data Protection Appliance

What better way to protect your Fujitsu ETERNUS® CS8000 Data Protection Appliance ("CS8000") investment than through the world-class Fujitsu support structure. Fujitsu offers Enhanced Plus service on ETERNUS CS8000 to meet your availability requirements. For over 35 years Fujitsu has provided excellent service and support to some of the world's largest, most successful corporations. Why not let Fujitsu do the same for you?

### Excellent Service and Support for ETERNUS CS 8000

The Fujitsu core competencies in world class service and support have evolved from mission-critical data center business systems to encompassing the entire enterprise, including distributed computing environments.

### Warranty and Post Warranty Service Level

Fujitsu offers Enhanced Plus Service to support the operational objectives of the most demanding mission-critical customer environments. With this service, your business is in a direct link to Fujitsu engineers with expertise supporting business critical computing environments. Ready 24 hours a day, 7 days a week, 365 days a year, we respond with reliable parts as well as Web and telephone expertise to quickly restore your environment. Supported throughout the world, our onsite response time goal of four hours is available in defined service areas encompassing major metropolitan areas.

### Warranty Service Offering for ETERNUS CS8000 in North America

The warranty period for ETERNUS CS8000 is 12 months and includes hardware and software telephone assistance / response times, onsite coverage hours / response times. Additional program features are described in the Service Program Offerings matrix below.

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.

### Remote Access

Remote access to customer systems is important for the efficient delivery of proactive and reactive services. Fujitsu Service and Support for ETERNUS CS8000 assumes that there is the possibility of immediate remote access for the efficient delivery of proactive and reactive services. Remote access to a customer system is only done with the customer's approval. Fujitsu's remote access tool captures machine status and error information which is securely transmitted via the Internet to a central location and made immediately available to support engineers to take action for fast and efficient fault diagnosis, and fault elimination. If the customer rejects setting up remote access or it cannot be configured for other reasons, the services described can only be provided in a restricted manner and the contractual service levels cannot always be met.



### Benefits

- Actively managed around the clock support for business critical environments
- Industry leader in responsive problem resolution
- Mission critical response to onsite service requirements
- Flexible service options to meet your business needs

Specifications	Standard Warranty Offering (North America)	Post Warranty Support Level
	<b>Eternus CS8000 All Models</b>	<b>Enhanced Plus</b>
<b>Hardware Warranty Period (1)</b>	1 year	✓
<b>Warranty Period</b>		
<b>Installation (10)</b>	90 days	
<b>Support Features (1)</b>	By Fujitsu	
<b>Telephone Assistance</b>		
24 x 7 x 365 (2)		✓
<b>Response Target Time: (3)</b>		
Severity 1	Live Transfer	Live Transfer
Severity 2	2 hours	2 hours
Severity 3	4 hours	4 hours
<b>Onsite Coverage (3,4 &amp; 9)</b>		
24 x 7 x 365 (2)	✓	✓
<b>Onsite Response Target Time (3, 4)</b>		
Severity 1	4 hours	4 hours
Severity 1	NBD	NBD
Severity 1	NBD	NBD
Spare Parts Target		
Response Time (Severity 1)	4 hours	4 hours
<b>Account Support Features</b>		
Single Point of Contact for HW and SW problems	✓	✓
Time-Based Alert and Escalation Process	✓	✓
Service Account Management	✓	✓
Account Support Plan (5)	✓	✓
Account Support Review (6)	Semi-Annual	Semi-Annual
Firmware Update Service	✓	✓
Field Change Order (FCO)	✓	✓
Mission-Critical Support Process	Severity 1 Only	Severity 1 Only
Site Activity Log	✓	✓
<b>Remote Maintenance Connection (7)</b>	✓	✓
<b>Software Enhancements and Maintenance Releases (8, 9, 10, 11)</b>		
Eternus CS HE enhancements		
Releases	✓	✓
<b>Fee Based Support Features</b>		
Onsite Parts	Fee-Based	Fee-Based

**NOTES:**

- (1) Specific features are subject to local geographic availability.
- (2) This 24x7x365 coverage period includes local holidays.
- (3) The following definitions apply for problem severity:
  - Severity 1: system 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 commitment by a service engineer is within the contracted onsite coverage hours. Four-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 support applies to hardware support. Software is supported remotely by the Fujitsu Global Support Center.
- (5) Local customer support management will provide the process for the design of an Account Support Plan for the customer.
- (6) This option provides semi-annual onsite technical support reviews. Support reviews discuss product support and service issues during the previous period as well as problem resolution and/or action plans.
- (7) If the customer declines Remote Access setup, or if it cannot be configured for other reasons, our ability to meet certain response time targets may be impaired.
- (8) May require additional license fees for new optional features.
- (9) All installation services are billable. Please check with your local Customer Services Manager for details.
- (10) Requires valid support contract with vendor.
- (11) Upgrades and Up level revisions may not be included. Please check with FAI Sales representative for details.

# About Fujitsu America

Fujitsu America, Inc. is a leading ICT solutions provider for organizations in the U.S., Canada and the Caribbean. Fujitsu enables clients to meet their business objectives through integrated offerings and solutions, including consulting, systems integration, managed services, outsourcing and cloud services for infrastructure, platforms and applications; data center and field services; and server, storage, software and mobile/tablet technologies. For more information, please visit: <http://solutions.us.fujitsu.com/> and <http://twitter.com/fujitsuamerica>

## Fujitsu platform solutions

In addition to Fujitsu PRIMERGY servers, Fujitsu provides a range of platform solutions. They combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships.

### Dynamic Infrastructures

As a global IT infrastructure provider, Fujitsu offers a complete range of servers designed to fill any role in today's business. Whether your business requires affordable entry-level servers, compact and scalable blade systems, or advanced multiprocessor servers capable of handling the most demanding data center applications, the PRIMERGY® line delivers Intel® Architecture servers with the rock-solid reliability and industry-leading performance you need.

### PRIMERGY Servers

[www.fujitsu.com/global/services/computing/](http://www.fujitsu.com/global/services/computing/)

- PRIMERGY: Industrial standard server
- SPARC Enterprise: UNIX server
- PRIMEQUEST: Mission-critical IA server
- ETERNUS: Storage system

### Software

[www.fujitsu.com/software/](http://www.fujitsu.com/software/)

- Interstage:  
Application infrastructure software
- Systemwalker:  
System management software

## More information

For more information, please visit:

<http://solutions.us.fujitsu.com/>

### For Information on our Intel based PRIMERGY Servers:

<http://solutions.us.fujitsu.com/www/content/products/servers/primergy/index.php>

### For Information on our Enterprise Storage:

<http://solutions.us.fujitsu.com/www/content/products/storage/ETERNUS/index.php>

### For Information on our SPARC® Enterprise Servers:

[http://solutions.us.fujitsu.com/www/products\\_sparc.shtml?products/servers/sparc/index](http://solutions.us.fujitsu.com/www/products_sparc.shtml?products/servers/sparc/index)

### For Information on the new PRIMEQUEST® Servers:

<http://solutions.us.fujitsu.com/www/content/products/servers/primequest/>

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## 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 resolve issues of environmental energy efficiency through IT. Please find further information at: [www.fujitsu.com/global/about/environment/](http://www.fujitsu.com/global/about/environment/)



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