

FACT SHEET

PRIMERGY SERVER INSTALLATION SERVICES

FUJITSU AMERICA OFFERS A STANDARD ONSITE HARDWARE INSTALLATION SERVICE, A REMOTE IMPLEMENTATION SERVICE, AND PROFESSIONAL SERVICES ENGAGEMENTS AT A PRICE THAT WILL MEET YOUR NEEDS.

OVERVIEW

Help with an onsite installation or remote implementation of PRIMERGY® server models is available. The following is a summary of these services and an explanation for how they are typically used:

Hardware Installation Service: This onsite Installation Service provides for the basic installation of PRIMERGY servers. The Installation Service is part of a suite of Fujitsu deployment services that are designed to give you the peace of mind that comes from knowing your Fujitsu products have been installed by a Fujitsu specialist in accordance with the manufacturer's product documentation.

Installation Service for entry level PRIMERGY TX/RX120 through TX/RX300 is optional, though recommended, for customers who wish to be quickly operational, or may not have the technical staff required for self-install.

Installation Service for all other PRIMERGY servers is required. Only Fujitsu trained certified technical specialists are authorized to install these enterprise-class servers.

Remote Implementation Service: This remote service includes what is necessary for a remote PRIMERGY implementation. This service is available only on the TX/RX100 through TX/RX300 models.

Professional Services QuickStart: This service provides expertise to quickly and efficiently configure your server for the shortest path possible to accessing and exploiting your server resources.

HARDWARE INSTALLATION SERVICE

Fujitsu America Field Engineers will arrive onsite prepared to install the PRIMERGY servers that you have purchased and provide you with an overview of the hardware/system and Fujitsu service and support processes.

REMOTE IMPLEMENTATION SERVICE

The Remote Implementation Service provides Customer System Administrators remote access to a Fujitsu America PRIMERGY expert to guide them through the PRIMERGY implementation process. This Remote Service will provide an extremely fast and efficient implementation of the PRIMERGY server.



Using remote tools, a Fujitsu America expert will provide assistance for up to 3 hours.

The expert will guide the Customer System Administrator through an implementation of the PRIMERGY system provided that it is running a supported version of the Windows or VMware operating system. The PRIMERGY ServerView tool set that is included with every PRIMERGY server will be used to configure the server to optimize long term reliability and serviceability.

Prior to service delivery, you will be provided access to a Customer Responsibilities Document. This document must be completed and returned prior to scheduling of service.

PROFESSIONAL SERVICES

Fujitsu America Professional Services can assist you in optimizing your investment in technology by offering a full range of consulting and customized services.

Contact your local Sales Team for more information to determine which services best fit your needs.

SERVICE OFFERINGS

Service Features	Hardware Installation Service (Optional for TX/RX120 through TX/RX300)	Remote Implementation Service (Available for TX/RX100 through TX/RX300)	Professional Services QuickStart
On Site Service.	✓		✓
Complete Hardware System Assurance process.	✓		
Unpack, visually inspect and inventory equipment.			
Rack server as defined in the Installation Manual.	✓		
Assemble hardware components according to manufacturer's specifications (including PCI cards purchased from FAI).	✓		
Install physical connections e.g., power cord, system console, LAN, Fibre Channel, SCSI. Note: Customer cabling must be completed prior to installation. Note: Infrastructure cabling is an optional fee-based service.	✓		
Review firmware levels, update as required. Complete manufacturers' diagnostic checks. Assist customer with implementing Remote Monitoring.	✓	✓	
Provide customer with an overview of the server and PRIMERGY documentation. Review the process to engage support including online resources such as the Fujitsu "downloads" web site and newsletters.	✓	✓	
Review Customer Responsibilities Document with customer representative. Review any minor BIOS changes required for implementation in the customer environment. Review and configure iRMC.		✓	✓
Configure RAID setting to customer specifications. Partition internal hard disks to prepare the server for installation of the operating system, unless pre-installed.		✓	✓
Provide an overview of PRIMERGY ServerView Installation Manager. Use SVIM in local mode to install PRIMERGY supported levels of Windows and VMware Operating Systems.		✓	✓
Install and configure PRIMERGY ServerView Agents. Install and configure PRIMERGY ServerView Raid Manager. Install and configure PRIMERGY ServerView Operations Manager (optional).		✓	✓
Provide service overview including methods used to monitor the health of the machine. Review support procedures e.g., PrimeCollect, LED's, iRMC SEL.		✓	✓
Install remote access software to test the connection to the Fujitsu remote service center, as applicable.		✓	✓
Conduct comprehensive system testing for proper operation.			✓
Execute interactive hands on customer training during installation.			✓

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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 including consulting, systems integration, managed services and outsourcing for enterprise applications, data center and field services operations, based on server, software, storage and mobile technologies. Fujitsu provides industry-oriented solutions for manufacturing, retail, healthcare, government, education, financial services and communications sectors. For more information, please visit: <http://solutions.us.fujitsu.com/>.