

# Fact Sheet

## Support and Services Offerings for Fujitsu ETERNUS AF650, DX500, DX600 and DX8000 Series Storage Systems

Fujitsu offers Basic, Enhanced, Enhanced Plus, or Premium Service – depending on your specific availability requirements. For over 35 Years Fujitsu has provided excellent service and support to some of the world's largest, most successful corporations

### Excellent Service and Support for ETERNUS Storage

As the world's fourth largest IT services provider, Fujitsu focuses on keeping IT and business objectives aligned through close collaboration with our customers. 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.

### Global Support Center Availability 24x7x365

The cornerstone of our business is Mission Critical Support delivered by experienced engineers and backed by an ISO 9001 certified Global Service 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 Service support options. All support options include live phone 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 the 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, 8 AM to 8 PM local time (except holidays) with parts and 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 systems with less stringent support needs, requiring phone coverage during an expanded workday Monday-Friday. Basic Service provides live telephone support 8 AM to 8 PM local time (except holidays), onsite coverage 8 AM to 5 PM local time (except holidays), with parts and onsite response time goal of next business day.

### 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.



### Benefits

- 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

**Software Maintenance and Subscription Service**

- Software Maintenance support is provided remotely.
- Software Maintenance or Subscription service entitles customers the right to receive firmware and software updates.
- Software upgrades may require additional license fee, and/or Maintenance fees subject to vendor requirements.
- Installation of software updates and software upgrades is a fee-based service.
- **For AF650 only, the first three (3) years of Software Maintenance is included in the Warranty Service. During Post Warranty years, Software Maintenance will require a separate fee. For all other ETERNUS DX500, DX600, and DX8000 Series models, Software Maintenance requires a separate fee, and begins with the start of the Warranty period.**

**Product Warranty—North America**

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.

**Solid State Drives (SSD) Warranty or Service Replacement**

Fujitsu will replace SSD's which are defective or which fail during the system warranty period or any customer contracted post warranty service period. However, SSD's which have reached maximum write capacity or wear out threshold, will no longer qualify for warranty or service replacement, and must be replaced at customer expense.

**Customized Consulting/Professional Services**

Fujitsu can assist customers in optimizing your investment in technology by offering a full range of additional services. Whether you require advice on tiered storage, help with deployment, additional support levels, or education, Fujitsu can deliver the services you need. More detailed Information concerning services can be found at: [http://solutions.us.fujitsu.com/www/content/services/professional\\_services/](http://solutions.us.fujitsu.com/www/content/services/professional_services/)

Service Program Offerings		Service Level Warranty, Uplift, and Post Warranty Support			
Product (1)	Hardware Warranty Period	Basic Warranty	Enhanced Warranty Uplift	Enhanced Plus Warranty Uplift	Premium (5) Warranty Uplift
ETERNUS AF650, DX500 and DX600	3 year Basic Service Level	Post Warranty	Post Warranty	Post Warranty	Post Warranty
ETERNUS DX8000 S3 Series	3 year Enhanced Plus Service Level	Post Warranty Only	Post Warranty Only	Warranty Post Warranty	Warranty Post Warranty
<b>Software Warranty Period</b>	90 Day Media Replacement				
<b>Installation (2)</b>	Fee Based				
<b>Support Features (1)</b>					
<b>Telephone Assistance Hours</b>					
24 x 7 x 365 (3)			✓	✓	✓
8AM – 8PM Site Local Time, Mon – Fri, Except Holidays		✓			
<b>Telephone Response Target Time (4)</b>					
Severity 1 - Live Transfer		✓	✓	✓	✓
Severity 2		2 Hours	2 Hours	2 Hours	Live Transfer
Severity 3		4 Hours	4 Hours	4 Hours	Live Transfer
<b>Onsite Coverage Hours</b>					
24 x 7 x 365 (3)			✓	✓	✓
8AM – 8PM Site Local Time, Mon – Fri, Except Holidays					
8AM – 5PM Site Local Time, Mon – Fri, Except Holidays		✓			
<b>Onsite Response Target Time (4 &amp; 5)</b>					
Severity 1		NBD	4 Business Hours	4 Hours	2 Hours
Severity 2		NBD	NBD	NBD	4 Hours
Severity 3		NBD	NBD	NBD	NBD
<b>Spare Parts (6)</b>					
Target Response Time (Severity 1)		NBD	4 Business Hours	4 Hours	2 Hours
<b>Parts Replacement</b>		By Fujitsu	By Fujitsu	By Fujitsu	By Fujitsu
<b>Account Support Features</b>					
Time-Based Alert and Escalation Process		✓	✓	✓	✓
Service Account Management				✓	✓
Account Support Plan (7)				✓	✓
Account Support Review (8)				Semi-Annual	Quarterly
Firmware Update Service			✓	✓	✓
Field Change Order (FCO) Management Assistance		✓	✓	✓	✓
Mission-Critical Support Process			Severity 1 Only	Severity 1 Only	✓
<b>Remote Maintenance Connection (9)</b>		✓	✓	✓	✓
<b>Software Patches (10)</b>		✓	✓	✓	✓
<b>Fee-Based Support Features</b>					
ETERNUS SF Software Maintenance (11)		Fee-Based	Fee-Based	Fee-Based	Fee-Based
Software Version Upgrades (12)		Fee-Based	Fee-Based	Fee-Based	Fee-Based
Onsite Parts		N/A	N/A	N/A	Fee-Based
<b>Professional Services</b>					
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) ETERNUS AF650, DX500, DX600, and DX8000 series models require Fujitsu installation services. Professional Services QuickStart is also recommended.
- (3) This 24x7x365 coverage period includes local holidays.
- (4) 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.
- (5) 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.
- (6) Once a failed component is identified, the Spare Parts Target 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.
- (7) Local customer support management will provide the process for the design of an Account Support Plan for the customer.
- (8) 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.
- (9) The Fujitsu Remote Support Tool monitors machine status continuously. Machine status and failure data is securely sent to Fujitsu 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 service representative for details.
- (10) Software Patches are available from our Secure Download site at: <https://download.computers.us.fujitsu.com/>.
- (11) ETERNUS SF Software Maintenance and Software Subscriptions require annual fees. Software Maintenance is provided remotely. Software Subscription service entitles customers to receive firmware and software version updates. Installation of software version updates is a fee-based service.
- (12) Software Version Upgrades may require additional license fee. Software Installation is a fee-based service.

# About Fujitsu Americas

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## 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:

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

### 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://www.fujitsu.com/global/products/computing/storage/>

### For information on our PRIMEQUEST® Servers:

<http://www.fujitsu.com/global/products/computing/servers/mission-critical/primequest/>

### For information on Software

<http://www.fujitsu.com/us/products/software/>

### For more information on SAP EcoHub service:

<http://ecohub.sap.com/catalog/#!solution:Fujitsu-RDS-CBM>

## 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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