

Definitions

Fujitsu Product Support Services

Objective

This document gives an overview about the Fujitsu Product Support Services portfolio and defines the terms relevant for the related service offerings.

Content

- Warranty
- Fujitsu Product Support Services – Portfolio Overview
- Fujitsu Product Support Services - Offerings
- Glossary of Terms
- Further Information



Warranty

Fujitsu Manufacturer Warranty

The Fujitsu Manufacturer Warranty (subsequently: Warranty) is a voluntary obligation of Fujitsu as the manufacturer to the final customer of new devices. The Warranty does not apply to devices brought into circulation as used devices by Fujitsu. In addition, the end customer may have a right to implied Legal Remedies in case of deviations from product specification or agreed functionality not restricted by these Warranty terms ("Sachmängelhaftung").

The Warranty begins on the day of initial purchase of the product by an end user from Fujitsu or from an authorized dealer (date of purchase of the original purchase receipt/proof of purchase or date of the original delivery note).

The respective Warranty duration and type depend on the particular product; there are Off-site as well as On-site Warranty services.

The Service Level for Warranty, if not otherwise specified, is on reasonable endeavor's basis without committed SLA.

The Warranty may be supplemented by Product Support Service offerings (Support Pack, ServiceContract, SolutionContract, and SolutionPack) with regards to the service period and/or the type of the service.

Customer Self Service (CSS) for Customer Replaceable Units (CRU)

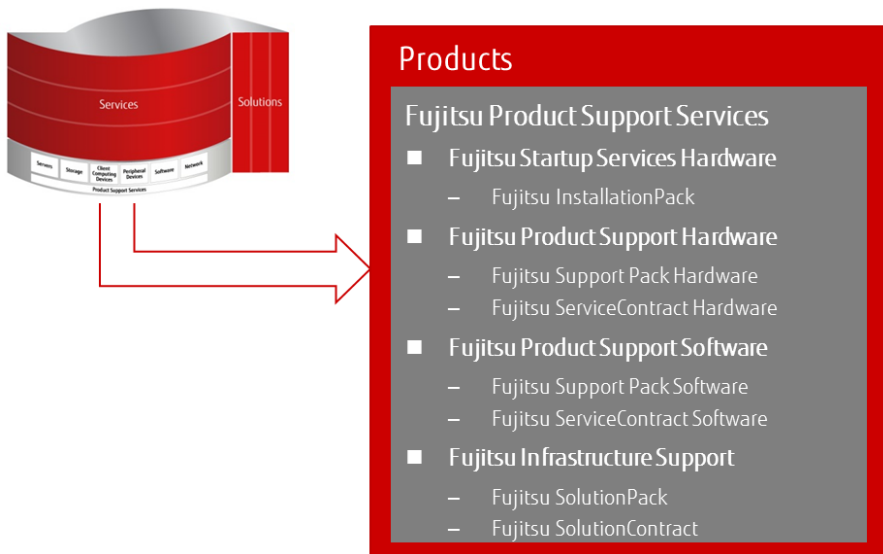
CRU designates spare parts that can be exchanged by the customer. CRU spares are components such as keyboard, mouse, hot-plug HDD, and other components defined by Fujitsu. In case of an in-warranty hardware fault requiring repair and the CRU process being applicable, the customer will receive the needed spare part, exchange it and – if required – return the faulty part.

The Customer Self Service process applies for Warranty services on a mandatory basis, i.e. customers are responsible for the exchange and – if required – the return of the faulty part.

The CRU concept is implemented by a clearly defined and unified service delivery process based on pre-defined CRU parts, 'CRU-able' systems and the provision of user friendly documentation for CRU exchange.

Fujitsu Product Support Services - Portfolio Overview

The Fujitsu Product Support Services portfolio is positioned in the Fujitsu ICT portfolio as follows:



In addition to its cutting-edge products, Fujitsu offers standardized Product Support Services that are sold at the point of sale or any time during product life cycle.

The Product Support Services ensure system availability and business continuity of the customer's IT environment. With these offerings we help our customers to save time and money and reduce the burden on internal IT staff. This supports our customers to shift budget spend on operational IT services to strategic initiatives that deliver short-term real business value to their company.

The Product Support Services cover a broad range of products including Fujitsu and Partner branded hardware and software products as well as Fujitsu IT Infrastructures (e.g. Fujitsu Integrated System PRIMEFLEX) based on Fujitsu hardware. Fujitsu delivers these services through certified support engineers in all major countries where global customers need them.

The comprehensive Product Support Services portfolio contains offerings to

- Assist our customers in the installation of new products
- Provide fast and responsive support for individual hardware and software products. Fujitsu has introduced three standard service levels (up to 24 by 7, 4 hours onsite response) that are available worldwide.
- Complement Fujitsu IT Infrastructures (e.g. Fujitsu Integrated System PRIMEFLEX) through well-adjusted "one stop shop" IT Infrastructure support offerings for the embedded multiple Fujitsu and Partner branded hardware and software components into account.

In addition to standard reactive service levels such as onsite response and recovery times, Product Support Services encompass optional HDD retention. Reactive services can be augmented by proactive support services elements (such as System Health Check and Technical Account Management) to even avoid failures and downtimes.

The portfolio comprises the following portfolio elements:

Fujitsu Startup Services Hardware

Startup Services Hardware ensure a quick start for new IT equipment providing installation services for individual products.

Fujitsu Product Support Hardware

Product Support Hardware provides support for Fujitsu and Partner branded hardware products by fault diagnosis (including remote access) and repair or replacement of faulty parts. Additional options are Proactive Support and HDD Retention.

Fujitsu will respond to an incident and solve the fault in accordance with the contracted Service Level Agreement which can be an Off-site Service or an On-site Service with defined Remote Response Time, On-site Response Time and/ or Recovery Time in accordance with the selected option. The proactive services, if included in the selected options, are delivered on a regular basis in accordance with the contracted Service Level Agreement

Fujitsu Product Support Software

This service provides support for Fujitsu and Partner branded software products. It ensures seamless operation of installed software products by fault detection and elimination and comprises the diagnosis of software incidents and the provision of workarounds and/or, if available from the licensor, corrections. Depending on the licensor, corrections can designate individual patches, patch packs or minor releases sometimes called updates or upgrades. The provision of software versions with new functions (often designated major releases) depends on the manufacturer's license policy.

If not otherwise agreed, the installation of correction versions and new versions is in the responsibility of the customer and not part of the standard Service Offerings.

Remark:

Non-ambiguous definitions for update, upgrade, minor / major release, etc. are only possible in relation to a particular software product.

Fujitsu Infrastructure Support

For Fujitsu IT Infrastructures based on Fujitsu hardware Fujitsu provides a "one stop shop" support offering for the embedded multiple Fujitsu and Partner branded hardware and software components. It comprises reactive and selectable proactive services. Its main features are as follows:

- A single point of contact (SPOC) grants our customers easy access to support: There is one contact for the Fujitsu components as well as third party components included in the infrastructure of the related solution.
- The integrated support concept (designated: Technical Solution Support) ensures that the faulty component in the infrastructure is identified by Fujitsu and the fault elimination initiated.
- Infrastructure Support includes reactive support services that solve problems after a failure of the infrastructure as well as
- Proactive service elements, where critical system conditions are detected at an early stage and preventive measures are taken to avoid functional restrictions.

It is important to understand that the application software layer is NOT part of the Infrastructure Support.

Fujitsu Product Support Services - Offerings

Fujitsu InstallationPack

InstallationPacks support the customer in the installation of Fujitsu and Partner branded storage and server products including the related operating software, as applicable. They grant fast start and reliable operation of the purchased system in the customer environment and are available as a packaged standard service offering for single products at a fixed price.

Fujitsu Support Pack Hardware / TopUp

The Support Pack Hardware supplements the Warranty of a hardware product. It designates a service contract comprising Product Support for a certain hardware product, for a fixed Service Period and upfront payment of a fixed fee. Support Packs can be purchased within 90 days of the product purchase with a contract term of 1 up to 5 years. Before expiry, the Service Period can be extended (until the maximal contract term of 5 years) by purchasing a corresponding follow-on Support Pack.

The Service Period begins on the exact date when the corresponding hardware product was initially purchased. The service is provided based on a once-only payment to be paid in advance when the Support Pack is purchased and on the service activation.

Support Pack Hardware and TopUp are offered as almost identical service offerings that only differ with regards to sales and order processes: a TopUp has to be purchased together with the product, end-user registration is done automatically; a Support Pack can be purchased separately and has to be registered through the end-user.

Fujitsu ServiceContract Hardware

The ServiceContract Hardware supplements the Warranty of a hardware product. It designates a service contract comprising Product Support for a certain hardware product. ServiceContract Hardware can, unless otherwise explicitly regulated, be purchased at any time during the product's lifecycle until 1 year before the end-of-service for that product. Fujitsu reserves the right to check the serviceability for that product before the start of the contract and, if necessary, will establish such serviceability in agreement with the customer and at the latter's costs.

The Service Period begins on the contractually agreed date and is automatically extended when the minimum Service Period expires unless the contract is terminated.

Remuneration for the service is on a regular flat-rate basis.

The minimum contract period is 1 year.

Alternatively to using one of predefined Service Level options, ServiceContract Hardware offers the possibility to define the Service Levels Service Time, Remote Response Time, On-site Response Time and/or Recovery Time in accordance with a customer's needs.

Fujitsu Support Pack Software

The Support Pack Software designates a service contract comprising Product Support for a certain software product, for a fixed Service Period and upfront payment of a fixed fee.

Support Packs can be purchased within 90 days of the product purchase with a contract term of 1 up to 20 years. Before expiry, the Service Period can be extended (until the maximal contract term of 20 years) by purchasing a corresponding follow-on Support Pack.

The Service Period begins on the exact date when the corresponding software product was initially purchased. The service is provided based on a once-only payment to be paid in advance when the Support Pack is purchased and on the service activation.

Fujitsu ServiceContract Software

The ServiceContract Software designates a service contract comprising Product Support for a certain software product.

ServiceContract Software can, unless otherwise explicitly regulated, be purchased at any time during the product's lifecycle until 1 year before the end-of-service for that product. Fujitsu reserves the right to check the serviceability for that product before the start of the contract and, if necessary, will establish such serviceability in agreement with the customer and at the latter's costs.

The Service Period begins on the contractually agreed date and is automatically extended when the minimum Service Period expires unless the contract is terminated.

Remuneration for the service is on a regular flat-rate basis.

The minimum contract period is 1 year.

Fujitsu SolutionContract

SolutionContract comprises the complete service scope outlined for Infrastructure Support; i.e. it includes reactive services for the hardware and software components of the infrastructure solution and optional proactive support services such as

- Technical Solution Support
- Support for the embedded software
- Software Update/Upgrade for the embedded software

Please see the SolutionContract data sheet and respective Technical Appendix for a specification of the specific hardware and software products covered.

With regards to contractual terms, SolutionContract is very much the same as a ServiceContract:

- Unless otherwise explicitly regulated, it can be sold at any time during the product lifecycle until 1 year before the end-of-service for that product and the remuneration for the service is on a regular flat-rate basis
- The minimum service period is 1 year; it begins on the contractually agreed date and it is automatically extended thereafter unless the contract is terminated.

Fujitsu SolutionPack

SolutionPack provides Infrastructure Support based on a modular concept using standard service offerings. Other than the SolutionContract, SolutionPack covers not the entire service scope of Infrastructure Support; instead, it encompasses only the specific service elements:

- Technical Solution Support
- Support for the embedded software
- Software Update/Upgrade for the embedded software

Therefore, SolutionPack needs to be supplemented by Support Packs for the respective hardware and software components of the infrastructure.

SolutionPack resembles a Support Pack regarding its contractual terms:

- It has to be acquired within 90 days after purchase of the respective infrastructure solution
- The service is valid for a fixed Service Period of 3 years. The Service Period starts on the day of initial purchase of the related infrastructure by a final customer.
- For renewals, SolutionPacks are available that continue the service period of an existing SolutionPack by a fixed period of time, usually 1 year.

Glossary of Terms

The following terms and assigned definitions are the basis for the Fujitsu Product Support Services portfolio and are to be used in all related descriptions, legal terms & conditions and other documents. The abbreviations (ABBR) in the last column, if shown, refer the service descriptions used in sales documents and tools in English (EN) and German (DE).

Term	Definition	ABBR
3rd Party Product	Non Fujitsu Product that is not sold by Fujitsu but for which Fujitsu services may be available	
3rd Party Product Support	Fujitsu Product Support Services for 3rd Party Products	
9 x 5	Denotes the standard local business hours; e.g. Monday – Friday excluding public holidays, 8.00 to 17.00	
24 x 7	Non-stop operation 24 hours a day, 7 days a week, 365 days a year (Monday – Sunday, 24 hours, including public holidays)	
Autocall	With Autocall, the service-authorized product reports unusual component conditions or component failures automatically to the Fujitsu Service Center. These messages are analyzed centrally. If defined thresholds are exceeded, an incident is automatically logged at the responsible Service Desk and is then processed according to the contracted Service Level. Upon initial delivery, the Autocall functionality as a default setting is deactivated.	
Best Effort	With Best Effort there is no concrete On-site Response time committed. If necessary, the engineer arrives at the customer location in general with the diagnosed spare part, however not at any committed time.	
Bring-In Warranty / Service	The reported fault will be analyzed by Fujitsu. If a remote fix is not possible and the hardware has to be repaired, the customer is requested to bring the defective device to a qualified service point (service partner or repair center). When the repair work is completed, the customer is notified that the device is ready for collection. The Bring-In service includes the provision of all required spare parts as well as the related labor costs but not the transport to and from the service point.	BI
Call Acceptance	Denotes the moment where a Support Request is received at the Fujitsu help desk. Upon successful validation of the entitlement and the initial technical assessment the request is accepted, a tracking number is issued and the Support Request is progressed in accordance with the agreed Service Level as Incident or Service Request. The measurement of the contracted Remote Response / On-site Response / Recovery Times starts with the confirmation of an Incident by the Service Desk or Help Desk. For the validation of entitlement, the customer has to provide the serial or license or contract number of the affected product/solution. The customer is entitled to request support if either the product is in warranty or if a valid service contract for it exists.	
Collect & Return Warranty / Service	The reported fault will be analyzed by Fujitsu. If a remote fix is not possible and the hardware has to be repaired, the defective device will be collected from the customer and brought to a qualified service point (service partner or repair center) for repairs. The respective collect and return procedure may differ from country to country. The collection is realized either <ul style="list-style-type: none"> • by a pick-up by one of Fujitsu's repair logistics providers. The defective device will be collected from the customer's address (at the main entrance, if not otherwise agreed). The customer has to adequately package the defective device before collection unless he has been advised by the help desk that the logistics provider will use its own transit boxes to transport the device. • or by a waybill / prepaid delivery label for the customer to coordinate the collection at his discretion. The customer has to adequately package the defective device before collection. After completion of the repair the device will be returned to the customer's premises.	C&R
Customer Replaceable Unit (CRU)	Designates spare parts that can be exchanged by the customer; see also section "Warranty".	
Door-to-Door or Desk-to-Desk (Onsite Exchange) Warranty / Service	The reported fault will be analyzed by Fujitsu. If a remote fix is not possible and the hardware is defective, it will be replaced by an equivalent. The defective device will be picked up from the customer's address (at the main entrance) and at the same time the equivalent is delivered to the same address. The Desk-to-Desk service implies that the replacement unit is delivered directly to the user's desk.	Door2D or Desk2D

EMEIA	Geographical validity of Fujitsu Product Support Services: Europe, Middle East, India and Africa	
Forward Stocking Location (FSL)	Stock holding for urgent part requirements thus enabling short On-site Response Times and Recovery Times.	
Fujitsu Product	Product branded with Fujitsu label. For Fujitsu products, Fujitsu Warranty terms apply and Fujitsu offers Product Support Services. Fujitsu branded products are e.g. CELSIUS, LIFEBOOK, ETERNUS, PRIMERGY, FJ SOFTWARE, TEAMPoS	
Fujitsu IT Infrastructure	Fujitsu IT Infrastructures based on Fujitsu hardware are e.g. Fujitsu Integrated System PRIMEFLEX, vShape	
HDD Retention	Within Product Support Hardware, HDD Retention designates the option under the terms of which customers are allowed to retain faulty data media (hard disk drives, SSDs, UFM devices or SATA-DOM) that are authorized for service. In this situation Fujitsu, in contrast to other specifications, does not insist on its ownership right for faulty hard disk drives when supplying a replacement drive. The customer retains sole responsibility for protecting confidential data saved on faulty data media. This option is available for removable data media, only. It incurs an extra fee and can be combined with Off-site or On-site Service.	HDD
IMAC/D	Install, Move, Add, Change and Disposal	
Incident	An Incident is any unplanned interruption or a reduction in the quality of an IT service. It is logged in the CMS (see also Support Request). An Incident can either be solved by the Fujitsu help desk (First Time Fix), being forwarded for further diagnosis (as a "Problem") or result in a work order to a service engineer / service partner.	
MOVE	For Support Packs Hardware, MOVE addresses the possibility for the customer to purchase Hardware and Support Services in one country, and transfer, register and receive Service in a different country. Details and limitations (included countries, Service Levels and products) are available in the supplement to the data sheet Support Pack Hardware "Local support terms" available at ts.fujitsu.com/support-terms .	
Multivendor Product Support	Fujitsu Product Support Services for heterogeneous or pure non-Fujitsu environments.	
Next Business Day	In combination with Service Time 9x5, NBD refers to the next local business day; e.g. in Europe Monday – Friday excluding public holidays. In combination with Service Time 24x7, NBD refers to the next day.	NBD
OEM Product	Product usually branded with Fujitsu label & sold by Fujitsu ("Fujitsu Product") but manufactured and/or licensed by Fujitsu Alliances (e.g. Brocade). In some cases, OEM products are sold under the original manufacturer's brand.	
Off-site Warranty / Service	The repair under warranty or contract is conducted at a Fujitsu authorized service center: the following Off-site services are available: Bring-In, Send-In & Return, Collect & Return, Door-to-Door or Desk-to-Desk.	
On-site Warranty / Service	The reported fault will be analyzed by Fujitsu by means of telephone support or remote access. At Fujitsu's discretion a service engineer will be scheduled for further on-site diagnosis and solution as necessary to resolve the diagnosed problem. In case of a hardware failure, the operational readiness will be restored by replacing or repairing the defective part at the installation location. On-site Service is available with defined Service Levels for Onsite Response time or Recovery time. Their availability may depend on local conditions and/or the geographical location of the customer site.	EN: OS DE: VO
On-site Response Time	The On-site Response Time is the period between call acceptance and the time when an engineer normally arrives at the customer location in general with the diagnosed spare part (where applicable). The measurement of the On-site Response Time is interrupted outside agreed service times. The On-site Response Time does not apply in those situations where a fault can be eliminated remotely. Specific requirements with regards to coverage area and available response times are subject to local conditions.	EN: Rt DE: Az

Proactive Support	<p>Proactive Support designates the option with which increased customer requirements for system availability are addressed. It encompasses the following key features:</p> <ul style="list-style-type: none"> • Regular evaluation of Patch Status concerning firmware & BIOS versions (System Health Check) • Presentation and discussion of corrective actions based on the System Health Report (by Technical Account Management) • Presentation and discussion of corrective actions as consequence of the System Health Check (Technical Account Management) <p>This option is available for SolutionContract, SolutionPack and for Support Pack Hardware for selected products and in combination with selected service levels, and it incurs an extra fee. The availability depends on the individual country.</p>	
Recovery Time (HW)	<p>The Recovery Time (HW) is the period between call acceptance and the time when a service engineer normally recovers the operational readiness of the hardware that has been identified as faulty. The measurement of the Recovery Time is interrupted outside the agreed service time.</p> <p>The Recovery Time does not include the time required to recover data and/or install the software, operating system or corresponding updates and/or the recovery of customer-specific configuration. Specific requirements with regards to coverage area and available Recovery Times are subject to local conditions.</p>	EN: Rec DE: Whz
Remote Response Time	<p>The Remote Response Time designates the time period (within the contracted Service Time) from Call Acceptance to the time when a specialist usually begins to solve the problem, also via remote access if necessary.</p>	
Recommended Service	<p>In line with local market conditions and local delivery capabilities, one particular service level is selected per product category and country as 'Recommended Service' and will be automatically attached to a product configuration by SysArch. This selection can be changed by the user doing the configuration.</p>	
Reseller Product	<p>Non Fujitsu Product that is sold by Fujitsu, but under the original vendor's brand. Vendor warranty applies. For Reseller Products, Fujitsu may offer own and/or the original vendor's support services.</p>	
Send-In & Return Warranty / Service	<p>The reported fault will be analyzed by Fujitsu. If a remote fix is not possible and the hardware has to be repaired, the customer is requested to send the defective device to a qualified service point (service partner or repair center). The transport and insurance costs have to be borne by the customer. The customer is responsible for adequate packaging to protect the defective device.</p> <p>The Send-In & Return service includes the provision of all required spare parts, the related labor costs and the return postage for the device to the sender or to any other address within the country in which the service point is located.</p>	SI/RtB
Service Level Agreement (SLA)	<p>Contract or interface between customer and contractor specifying recurring services with the objective to provide contractual transparency and accuracy. Various Service Level options are usually available for the essential parameters of a particular service; the selected Service Level is integral part of the SLA agreement.</p> <p>Typical Service Levels are Service Time, Remote / On-site Response Time, Recovery Time.</p>	
Service Period	<p>Service Period designates the period of time for which a service has been contracted.</p> <p>For ServiceContract the service period starts at the contracted start date and – if not otherwise agreed in the contract – is automatically prolonged until explicitly cancelled.</p> <p>For Warranty, Warranty TopUp and Support Pack the following applies:</p> <p style="padding-left: 40px;">Service start = day of product purchase to end customer</p> <p style="padding-left: 40px;">Service end = start date + duration time</p>	
Service Time	<p>The Service Time is the contractually agreed time period within which the service is provided remotely and/or on-site, as applicable.</p> <p>If no specific Service Time is agreed, the local Standard Service Time applies (see also 9x5).</p>	
Severity Level	<p>See Remarks below</p>	
Single Point of Contact (SPoC)	<p>One service interface for customers for logging of Support & Service Requests or Incidents. If necessary, Incidents and Service Requests will be forwarded to the respective internal and/or external delivery unit for further diagnosis, resolution or fulfillment.</p>	
Single Point of Responsibility (SPoR)	<p>One service interface for customers taking contractual responsibility for fault elimination from Support Request logging until the problem is resolved. One service contract owner</p>	

Support Request	A Support Request is any inbound or outbound customer contact, irrespective of the way it was made. This includes for example customer contacts made by phone, email, web request, fax or letter. It describes the end to end lifecycle of a service. A Support Request can evolve into an incident or a service request. It is counted only once when first logged in the Call Management System (CMS).	
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Remarks

The Remote / On-site Response and Recovery Times may – in addition to the selected Service Level - depend on the severity of the fault (Severity Level).

The Severity Level of the fault is defined by the customer during Support Request Acceptance together with the agent at the Fujitsu help desk.

Severity Level 1	<p>Critical impairment to operation</p> <p>The fault in the service-authorized product or infrastructure or one of its critical components causes serious impairment to the customer's business processes; typical level 1 impairments are</p> <ul style="list-style-type: none"> • business processes not running • productive system standstill • threat to data integrity • backup and recovery functions for productive operation not working
Severity Level 2	<p>Significant impairment to operation</p> <p>The fault results in considerable impairment to the operability of business processes, essential applications or to the system. A bypass is not possible with reasonable expenditure.</p>
Severity Level 3	<p>Moderate impairment to operation</p> <p>The equipment is functioning with moderate impairment to the performance of business processes, essential applications or to the system. Business processes and applications are running, no data loss. The fault may be temporarily circumvented using an available workaround; the delay in fault elimination is acceptable.</p>

Further Information

Further information on the Product Support Services is available on the Internet <http://www.fujitsu.com/fts/products/product-support-services/> , e.g.:

- General terms & conditions
- Data sheets
- Technical Appendices & Attachment to the data sheets
- Product Support Services at a Glance (flyer)

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