

Standardized, tailor-made, customized: BS2000 Services for every kind of requirement.

Our standard is to offer uncompromising availability and operational resiliency for your BS2000 systems – with the highest levels of efficiency and cost transparency.

Are you looking for complete and comprehensive support for BS2000?

BS2000 Services are standardized services and solutions for the entire life cycle of your BS2000 systems that will reduce your overall IT costs while enabling you to provide users and customers with top quality at the same time. Take a look at our current service offerings – you'll be impressed!

Do you want to get the most out of your BS2000 solution?

- BS2000 service offerings ensure consistently high levels of quality thanks to standardization. BS2000 best practices are also constantly integrated in the offerings to enhance the service and solution components.
- The modular structure of the BS2000 service portfolio enables easy and professional support that precisely addresses your needs.

Do you want to master the challenges posed by digital transformation?

■ The BS2000 service portfolio enables you to shape services and solutions in ways that address your individual requirements.

The service offerings are under constant development and are adapted to requirements as needed. Take a look at the many service options available to you.

We will also be happy to discuss your service needs in person. Just send us an e-mail with your questions or request an appointment:

bs2000services@fujitsu.com

BS2000 Services

Comprehensive and efficient service that will make your BS2000 infrastructure future-proof.

As your expert and trusted partner, we are able to reliably identify all the factors that will help optimize your IT operations.

BS2000 Services include intelligent solutions that let you transform your BS2000 infrastructure into the central high-performance engine that will drive your IT and meet the challenges of the digital age.

You can count on the following:

- Access to constantly updated know-how and high-performance processes from one of the world's leading IT service providers.
- Comprehensive service that enables you to optimize the performance, availability and cost-effectiveness of your business-critical environment.
- Your IT experts can focus on innovation instead of doing routine IT tasks.



■ Product Related Services

The BS2000 service offering with multivendor maintenance services such as rollout and IMACD services, helps you ensure business continuity while also saving time and money.

■ Managed Services

The BS2000 service portfolio for the operational management of BS2000 infrastructures offers you entirely new options for shaping your IT operations.

■ Application Platform Services

The service offering for the initial start-up and optimization of IT environments supports the reliable interoperation and innovation of your system.

BS2000 Product Related Services

BS2000
Product Related Services

Hardware Support On-Site

Hardware Support Remote

Software Support On-Site

Software Support Remote

Partner
Product Related Services

Software Support On-Site

BS2000 Individual Services

(Individual IMACD

Hardware, software and middleware support for BS2000 and partner products, plus customized services for infrastructure rollout and IMACD (Installation, Move, Add, Change and Disposal).



BS2000 Product Related Services

The support for hardware and software includes incident, problem and change management, proactive services (e.g., Autocall, Hot Infos) along with the installation of patches and updates for software. Depending on customer requirements, the support can be delivered from 9x5 to 24x7 remote and on-site. Response times and guaranteed on-site arrival times, along with defined hardware repair times, can be specified and agreed in accordance with customer demands.

BS2000 Individual Services

We customize our IMACD and rollout services in consultation with the customer to satisfy individual requirements.

Partner Product Related Services

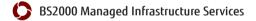
Services for products from leading Data Center Management and Automation partners
We offer you a German-speaking, German-based product service for enterprise products in your IT infrastructure. Highest priority is given to the protection of your data. Your data always remains in IT systems in Germany, and your request is handled by an assigned employee.

BS2000 Managed Services

BS2000 Managed Services, delivered on a project basis, give you a flexible approach to reducing overall IT costs. At the same time, you can relieve personnel bottlenecks and boost reaction times in line with changing business requirements.



The modular service concept for running your BS2000 infrastructure boosts your agility and ensures that your infrastructure operates with the security and availability demanded by your business processes. The service offering covers all operative processes of relevance to BS2000. Starting with a basic package, you can entrust us with delegated responsibilities in other areas as needed.



When it comes to tasks extending beyond daily operations, we can support you in system start-ups, upgrades, migrations and the temporary provisioning of a BS2000 system. In addition, the **BS2000 System Health Check** proactively contributes to smooth and secure system operation.

BS2000 Cloud Service

With the BS2000 Educational Cloud, we provide individual virtual BS2000 training systems as well as entire virtual classrooms for educational purposes.



BS2000-as-a-Service

Without having to invest in their own infrastructures, customers can receive BS2000 services directly from Fujitsu data centers – short-notice delivery is possible and helps keep operations in balance at any time. Starting with a basic service, you can book optional packages as needed.

- BS2000
 Managed Data Center
- Managed BS2000
- Managed openUTM
- Option Packages
- BS2000-as-a-Service
- Basic Service BS2aaS
- Option Packages
- BS2000 Cloud Service
- EduCloud Services
- BS2000 Managed
 Infrastructure Services
- Professional & Integration Services
- BS2000 System Health Check

BS2000 Business and Application Services

- Database Services
- ORACLE Services
- (S) Broadcom CA Services
- openSEAS Services
- Tool-based Services
- Storage-related Services

BS2000 Security Services

BS2000 Information Security & SIFM Services

BS2000 Technical Support Services

- Engineering Services
- Optimization Services
- Deployment Services
- Migration Services
- Disaster Recovery Services
- SNMP Integration Services
- SEHA Monitoring Services

BS2000 Application Platform Services

Consulting, design and build services for the initial start-up and further development of application environments in BS2000 infrastructures.



BS2000 Application Platform Services cover everything related to your data, application, technology and security architectures. After careful evaluation of customer requirements, we offer individual consulting before modeling solutions and then reliably implementing the appropriate technologies.



BS2000 Business and Application Services

Database Services

We have a complete portfolio of database services ranging from product-related service to consulting and engineering.

ORACLE Services

When it comes to designing customized data and information streams, plus the technical realization of such solutions, we have all of the expertise needed to help you get the most out of your database systems and boost your business processes.

Broadcom CA Services

We can provide you with customized Professional Services and Integration Services for the automation of your IT infrastructure.



BS2000 Business and Application Services

openSEAS Services

Our consulting and support for the openSEAS Suite (openFT, openUTM, WebTA, BeanConnect) paves the way for application innovation in your environment.

Tool-based Services

We also offer you extensive support when linking your BS2000 applications to the Internet – for example, we can help you transform COBOL data to XML, and XML data to COBOL.

Storage-related Services

Support services are available for designing and implementing your storage solution in BS2000: We will assist you in developing a detailed concept, and support is available when setting up a storage cluster for use with BS2000.



BS2000 Security Services

BS2000 Information Security & SIEM Services

We provide you with support for certifying your BS2000 infrastructure in accordance with ISO 27001 (native) or BSI IT-Grundschutz, and audits conducted in accordance with the BSI CIP Act. We offer fast and reliable solutions for integrating your BS2000 systems in an SIEM environment.



BS2000 Technical Support Services

Engineering Services

High-availability, optimized network connectivity or optimized security: Whatever your goals may be, we make sure that your plans for the further development of your BS2000 infrastructure are fully realized.



BS2000 Technical Support Services

BS2000 Services

Optimization Services

Fujitsu will share its expertise with you to ensure that your BS2000 systems are professionally optimized to the highest levels possible. Our performance experts analyze test data and make performance recommendations based on your current hardware and software configuration, or they can map out the resources that will be needed if a new target system is under consideration.

Deployment Services

Deployment Services for BS2000 products, such as the openFT enterprise file transfer solution and BS2IDE, the integrated development environment for BS2000 based on Eclipse®, make sure that you achieve increased productivity as originally planned.

Migration Services

We migrate reliably to the SE infrastructure, and we provide support in particular through migrations of Oracle databases to Linux and Broadcom's CA Automic process automation.

Disaster Recovery Services

Our disaster recovery services include the creation of emergency manuals, plans for disaster prevention, local and mobile disaster recovery solutions, and much more.

SNMP Integration Services

We support the integration of SNMP in BS2000 on common monitoring systems and develop customized solutions together with you.

SEHA Monitoring Services

Our services for dedicated monitoring of specified hardware components, virtual machines and applications support the implementation of a monitoring and managed automation system for your BS2000 SE infrastructure.

BS2000 Services

> We will be happy to advise you in person. Send us an e-mail to request an appointment.

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