

PRIMEFLEX Implementation Desk

Deployment with Confidence

INTRODUCTION

Offered to partners who utilize PRIMEFLEX Certified Implementation engineers, the PRIMEFLEX Implementation Desk (PID) will provide project coordination and end to end support of the deployment process.

This service begins with weekly project calls with the end customer 4 weeks prior to the solution delivery and follows the Implementation process through to customer handover and acceptance. This experienced team can help ensure that the project runs on time, delivers a great customer experience and that the solution is fully prepared for the after-care service.

The Service is delivered in English or German during normal business hours.
For additional requests please contact: Complex-delivery@fujitsu.com

Order codes

FSP:G-PM10800PRDDS

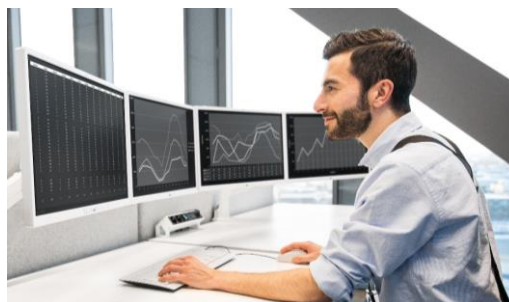
In Germany

FSP:G-PM108XXPRDDS

Outside of Germany

A cost of 1€ is applied to enable notification of the required service. This is especially important if the Partner is a Certified Implementation Partner and plans to Implement the service themselves.

The Implementation Desk will by default use the Fsas Product Deployment Portal (PDP) to record and manage the project, taking advantage of the 80% reduction in deployment time by utilizing PDP's advanced automatic scripting and bespoke documentation creation capabilities. Project Data can then be deleted when the project is complete or retained for future upgrade work.



Project Scope

Pre-Implementation

The Implementation Desk will organize and chair a weekly call with customer 4 weeks prior to solution delivery. The meeting will aim to cover the following topics

- An update on the Delivery Status.
- An introduction of the project team including the Lead Implementation Consultant (LIC).
- Confirm the site readiness including the delivery logistics and any site challenges.
- Collection of the customers required solution configuration for Project preparation in the Product Deployment Portal for script and handover document creation.
- Discuss the need for a Remote Access Connection (if required) such as Fujitsu's AIS and/or Autocall solutions.

During Implementation

The Implementation Desk will coordinate with the lead Implementation engineer to keep the customer informed of any delays and act as a single point of contact while the engineer is on site.

Benefits

Post Implementation

Working with the Implementation Engineer, the Implementation Desk will ensure that the follow tasks have been completed correctly and that the Solution has been enabled and accepted into the Lifecycle Support Services:

- All Fsas supplied Support Packs (H/W and S/W) are correctly registered.
- Fsas supplied software support is in place.
- Handover documentation has been provided including clear instructions on how to log a support call, what information the customer must provide and an understanding of how the call will be managed.
- Tailored design documentation for the customers solution.
- Ensure Acceptance Tests are completed and witnessed (DocuSign).
- Ensure the Ready4Service Document has been completed fully.
- Introduction to the MySupport Website where customers and partners can the lifecycles of their own estate. This site can be used to log calls, manage renewals and confirm how any security notifications will be received. This site can also be used to identify driver, firmware and applications updates.

More information

Fsas Technologies products, solutions & services

In addition to PRIMEFLEX Implementation Desk, Fsas Technologies provides a range of platform solutions. They combine reliable Fsas Technologies products with the best in services, know-how and worldwide partnerships.

Fsas Technologies Portfolio

Built on industry standards, Fsas Technologies offers a full portfolio of datacenter hardware, software and related services. This allows customers to select alternative sourcing and delivery models to increase their business agility and to improve their IT operation's reliability.

Data Center Solutions

<https://www.fsastech.com/en-eu/>

More information

To learn more about Product Deployment Portal, mentioned in this inform please contact your Fsas Technologies sales representative or Business partner, or visit our website.

[product link]

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 contribute to the creation of a sustainable environment for future generations through IT.

Please find further information at <http://www.fujitsu.com/global/about/environment>

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Disclaimer

Please note that the data sheet reflects the technical specification with the maximum selection of components for the named system and not the detailed scope of delivery. The scope of delivery is defined by the selection of components at the time of ordering. The product was developed for normal business use.