

## Project Management services to support the delivery of PRIMEFLEX Solutions

Offered for 1€ Certified Implementation Engineers can take advantage of a project-coordination team who will provide end to end support of the deployment process. This service starts with weekly calls with the end customer prior to the HW 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 offering is limited to Fujitsu delivery units and Partners who have been authorised and certified to deliver the following Solutions:

- PRIMEFLEX for SAP HANA
- PRIMEFLEX for Microsoft Storage Spaces Direct
- PRIMEFLEX for Microsoft Azure Stack HCI Validated Node
- PRIMEFLEX for VMware vSphere
- PRIMEFLEX for VMware vSAN
- PRIMEFLEX for VMware vSAN for SAP HANA
- PRIMEFLEX for Nutanix Enterprise Cloud

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

### Order codes

■ PF Implementation Desk	FSP:G-PM10800PRDDS
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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.

# Co-ordination tasks illustration

## Pre Implementation

Organize a weekly Call with the Customer 4 weeks prior to delivery.

- Update the customer on the Delivery Status.
- Introduce the Lead Implementation Consultant (LIC).
- Ensure the required customer supplied configuration information is collected.
- Discuss the need for AIS / Autocall.
- Discuss the delivery logistics and any challenges.

## During Implementation

- Engagement with LIC to ensure successful arrival on site and delivery.

## Post Implementation

Reflecting agreement with LIC on specific owners of each task, the team will ensure:

- Support Packs are registered for the H/W.
- Fujitsu Supplied Software Support is in place.
- Handover Documentation is provided including how to log a support call - what information must be provided and an understanding of how the call will be managed.
- Design Documentation provided – for an expanding number of solutions.
- Promote the use of the MySupport Website to manage the customers' own estate. This can help secure renewal business and reduce questions to sales.
- Ensure Acceptance Tests are completed and witnessed.
- Ensure the customer has signed the Acceptance Certificate (DocuSign).
- Ensure the Ready4Service Document has been completed fully.



# Service Considerations

## PRIMEFLEX Deployment Portal (PDP)

The PRIMEFLEX Implementation Desk will use the PDP by default as a workflow tool to collect all of information required for the Deployment. As well as dynamic script and documentation creation, the PDP supports future upgrades and POST Sales Support enablement. Currently the PDP supports PRIMEFLEX for vSphere, vSAN, S2D and Nutanix. Development is ongoing to increase the coverage of this tool.

## AIS Connect & Autocall

The deployment of AIS should be encouraged as it will help to reduce long term support costs and provide the customer with a better user experience. AIS is a secure remote access solution that is customer managed. The customer has to permit the support team access each time they connect, so the customer remains in full control and can then monitor the open session. Autocall will allow the hardware to automatically report HW faults directly to Fujitsu. It is recognised that there are sites (Defence, Banks, etc.) where this will not be allowed, however, it is important that the subject is discussed and benefits acknowledged.

## Delivery logistics challenges

Each delivery will be a unique experience but consideration should be given to typical elements. For illustration, these include:

- Datacentre access restrictions which may refuse delivery if unscheduled or out of hours.
- Deliveries of racks or large equipment that may need to negotiate stairs, require lifting equipment, or boarding for rough concrete services that can damage the rack casters if removed from the pallet.

## Pre-requisites and Client/Partner Responsibilities

To qualify for access to this service, each PRIMEFLEX Implementation Pack engagement **must** include:

- A Lead Implementation Consultant who is certified for the solution they are installing.
- The Sales Contact who secured the opportunity should be available for the first Meeting with the customer and be available for the Complex Delivery Services team to contact throughout the delivery lifecycle.

# More information

### Fujitsu products, solutions & services

Fujitsu provides a range of platform solutions. They combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships.

Fujitsu Portfolio

Built on industry standards, Fujitsu offers a full portfolio of IT hardware and software products, services, solutions and cloud offering, ranging from clients to datacenter solutions and includes the broad stack of Business Solutions, as well as the full stack of Cloud offerings. This allows customers to select from alternative sourcing and delivery models to increase their business agility and to improve their IT operation's reliability.

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### More information

Learn more about Fujitsu, please contact your Fujitsu sales representative or Fujitsu Business partner, or visit our website.

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

### Fujitsu green policy

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

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