Datasheet
AIS Connect Gateway

ImplementationPack

Introduction

For Customers who need to ensure 24x7 Support of their Fujitsu estate with the maximum response times, Fujitsu offers the AIS Connect Service.

This Service consists of 3 separate but complementary elements

AIS Autocall (Free)

This feature is enabled within the BIOS/iRMC of PRIMERGY Servers and the firmware of the ETERNUS DX Strorage enabling each device to automatically log a hardware support call independent of the O/S. The alert is transmitted to Fujitsu via https or SMTP.

AIS Remote Connection (Free)

This feature allows the customer to establish a remote connection to the Fujitsu Support teams allowing for log collection and fault analysis. This session can only be initiated by the customer after which all activity is logged and transparent to the customer.

AIS Support or Solution Gateway.

A challenge for customers with multiple devices is that separate firewall rules will need to be established for each device that is AIS enabled, which can be complex to manage and monitor.

The AIS Gateway Service can combine all the AIS enabled devices into a single connection through the firewall that customers can control and monitor.

This ImplementationPack provides the implementation of either an AIS Support Gateway for a collection of PRIMERGY or ETERNUS devices or an implementation of an AIS Solution Gateway for PRIMEFLEX solutions.

The AIS enablement of the Servers and Storage are delivered as part of their respective ImplemementionPacks

AIS Connect is ISO 27001 certified.

Benefits

Faster Resolution Times

When customer enabled, Support Staff can directly access the logs and configuration files they need to resolve incidents quickly or identify part replacements.

Automatic Call Logging

The Support teams are targeted with calling the named contact within 30 minutes of a reported alert (Within the terms of the Service Level Agreement) to discuss the reported issue and agree a course of action – sometimes before the customer is even aware of an issue

Order codes

- AIS Connect Gateway
  FSP:G-IM25200PRDDS

Service in detail

Our Service Offering

The ImplementationPack AIS Connect Gateway provides the following services:

Virtual workshop (1/2 day)

- The purpose of this workshop is to explain in detail how the solution works and address any security concerns that the customer might have.

On-Site Delivery (1 day)

- The Installation of the Gateway Service(s) on a customer provided Virtual Machine
- The creation and lockdown (passwords) of required user accounts
- AIS Enablement of up to 5 existing onsite Fujitsu Servers or Storage devices to the Gateway Service.
  - ➢ Devices must be accessible on the day.
  - ➢ Devices that are being installed as part of a PRIMEFLEX Solution will be AIS activated as part of their respective ImplementationPacks
  - ➢ Devices located offsite will need to be negotiated separately.
- Acceptance testing witnessed by the Customer.

Pre-requisites

- Provision of a Virtual Machine with a supported version of Windows or Linux O/S to install the AIS Gateway Service.
- The required outgoing rules must be enabled on the firewall/proxy for Port 443
- Basic configuration parameters, such as IP addresses
- Contact details for use by the support teams when an automatic call is logged. If no information is provided, the contact information recorded within any active Support Contracts will be referred to.

Service Delivery and Travel

The Implementation Service is provided on a 9x5 (local business hours) basis and includes a default allowance for 2 hours of travel. If additional travel (Incl flights, ferry) is required, or an out-of-hours service is necessary, then these additional costs must be agreed seperately.

Ongoing Maintainance

As autocall can generate alerts when any unexpected event takes place (such as sudden loss of power) it is important to disable AIS or inform Fujitsu when any planned maintenance work takes place.

The AIS Connect Gateway can be configured to receive automatic updates (disabled by default), however the customer is responsible for the patching of the Virtual Machine O/S where the Gateway Service is installed.

Besides this offering, Fujitsu can provide assistance and support with any other installation, implementation or integration on a separate contract. Please contact your local sales representatives for further details.

Legal Information / General Terms and Conditions

In addition to this data sheet, which includes a final list of the features of the services, the general business terms and conditions of the respective local Fujitsu entity for the performance of the services in its respective local version shall apply.

Please refer to: Terms and Conditions

More information

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