

Datasheet

Fujitsu Installation Services

EMEA Offering

InstallationPack

Introduction

Fujitsu provides a default set of Rack, Cable and Label installation services for its portfolio across EMEA which are delivered by the local service organizations in each country.

These services are offered to support either a single device or multiples of 5 devices offering more effective cost scaling to reach the required need.

Benefits

InstallationPacks are delivered by Fujitsu Certified Engineers (FCE) to a common standard across EMEA

The Service includes IP configuration of the IPMI Service allowing for the enablement of implementation services that can then be delivered remotely.

InstallationPacks offer fixed pricing across EMEA allowing for easy configuring of services outside of the local region.



Fujitsu EMEA InstallationPack

Fujitsu offers the following InstallationPack options:

- InstallationPack for the installation and cabling of a single PRIMERGY Server of less or equal to 2U into a suitable rack
- InstallationPack for the installation and cabling of up to 5 PRIMERGY Servers of less or equal to 2U into a suitable rack installed at the same time and location
- InstallationPack for the installation and cabling of a single PRIMERGY Server of greater than 2U into a suitable rack
- InstallationPack for the installation and cabling of up to 5 PRIMERGY Servers of greater than 2U into a suitable rack or racks installed at the same time and location.
- InstallationPack for the installation and cabling of a Fujitsu Portfolio Storage Solution or Disk Shelf into a suitable rack
- InstallationPack for the installation and cabling of 5 Fujitsu Portfolio Storage Solution or Disk Shelf into a suitable rack installed at the same time and location
- InstallationPack for the installation and cabling of a Fujitsu Portfolio Network Device into a suitable rack
- InstallationPack for the installation and cabling of up to 5 Fujitsu Portfolio Network Device into a suitable rack installed at the same time and location

Fujitsu Portfolio Network Devices include Fujitsu, Juniper, Brocade, Extreme and Ruckus.

Fujitsu Portfolio Storage Devices include Fujitsu ETERNUS and NetApp. Each Controller or Disk Shelf constitutes a single device.

Servers and Storage devices that are greater than 2U in height will require a second engineer to comply with Health and Safety guidelines – unless a hoist is available on site.

These InstallationPacks EXCLUDE the PRIMEQUEST Servers and 'Director' Class Switches which must be negotiated Separately

Additional services such as the Rack deployment, Installation of the operating system and/or additional software are outside the scope of these order codes and must be negotiated separately.

Order codes

FSP:G-IPBSXXMPRSER	Installation Pack Basic Single Server Product (Up to 2 HU), 9x5
FSP:G-IPBMXXMPRSER	Installation Pack Basic upto 5 Servers systems (Up to 2 HU), 9x5*
FSP:G-IPBWXXMPRSER	Installation Pack Basic Single Server (Greater than 2 HU), 9x5
FSP:G-IPBXXXMPRSER	Installation Pack Basic upto 5 Servers (Greater than 2 HU), 9x5*
FSP:G-IPBSXXMPRSTO	Installation Pack Basic Single Fujitsu Portfolio Storage Device/Shelf, 9x5
FSP:G-IPBMXXMPRSTO	Installation Pack Basic upto 5 Fujitsu Portfolio Storage Devices/Shelves, 9x5*
FSP:G-IPBSXXMPRNET	Installation Pack Basic Single Fujitsu Portfolio Network Device, 9x5
FSP:G-IPBMXXMPRNET	Installation Pack Basic upto 5 Fujitsu Portfolio Network Devices, 9x5*

* These Services are provided on the basis that the devices are all being installed at the same location during the same visit.

Service in detail

Preparation

For the Service to be successfully delivered the local service organization will contact the customer prior to the visit and confirm:

- The hardware has been delivered and is complete
- A Customer Point of Contract for the visit
- Power and Networking Infrastructure is available and working
- Networking Information (which Switch Ports to use)
- IP information for the iRMC (IPMI)
- Confirmation of where to store any packaging

In addition, if the InstallationPack has been purchased in preparation for a remote Implementation service:

- Contact information for the Implementation Engineer to test remote connectivity

Unpacking

The engineer will conduct a visual verification of the delivered products for any sign of damage, record any concerns and immediately initiate the warranty process to replace any damaged parts as appropriate

Racking

Devices will be racked in accordance with Fujitsu best practice guidelines detailed in the Operating Manual (User guide) for each device. All Fujitsu Supplied Racks and their associated racking kits are supported. Non-Fujitsu Supplied OEM racks can also be supported but should be discussed with the local service organization to confirm suitability and requirements.

Firmware

The base firmware for all Fujitsu portfolio devices will be checked and, if necessary and with the customers agreement, be updated to the latest available version from the Fujitsu download site: <https://support.ts.fujitsu.com> Care will be taken with Switch firmware to ensure that the FOS/NOS version is compatible with the customers' existing infrastructure.

Cabling (Power and Network)

Devices will be cabled in accordance with Fujitsu best practice guidelines detailed in the Operating Manual (User guide) for each device. The following guidelines will also be followed

- The service is provided on a basis of 3 network cables per device and standard power cabling only. Additional power cabling such as Power Distribution Units (PDU) placement and cabling should be agreed separately
- Power cables will be split across different PDUs for failover redundancy and/or phase redundancy as specified by the customer requirements.
- Network and power cables will be routed to allow for safe extraction and maintenance of the device within the rack

- Network cables will not be plugged into the customer's network unless authorized by the customer
- If supplied (Optional extra) all Fibre cabling will be secured by Velcro straps
- Network Cables will be labeled where the routing is not visually clear.

IPMI Configuration

Engineers will apply a customer supplied configuration to the intelligent Remote Management Controller (iRMC) to allow remote Implementation to proceed offsite. Where possible they will confirm remote connectivity (ping/remote login) with the customer before leaving site.

Collection of Serial Numbers

Engineers maybe asked to collect the serial numbers of the installed Devices to support offsite activities such as the registration of Support Packs and, in the case of PRIMEFLEX, configurations for the completion of the ready4Service documentation.

Service Delivery

The Service is delivered as a 9x5 (local business hours). The service can be delivered outside of these times but will be subject to additional charges that can be quoted on request.

AIS Connectivity

For customers requiring an enhanced SLA based support service, Fujitsu recommends the use of the AIS remote connection/autocall service. AIS is installed as part of an Implementation Service and includes connection to an existing AIS Infrastructure. If no AIS infrastructure exists, we offer an orderable AIS Gateway service.

Travel Expenses

Travel cost for hardware installation is included as standard.

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

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.

www.fujitsu.com/global/products

More information

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

www.fujitsu.com

Fujitsu green policy

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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Contact

Fujitsu

Web: www.fujitsu.com

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