FUJITSU

Data Sheet
Fujitsu ManageNow® for Client & Server Automation Support

Your requirements

Modern data centers are typically dynamic, with an ongoing requirement to provide IT infrastructure configurations to meet current business needs. Faced with the reality of harnessing fast-evolving technologies balanced with tight IT budgets, having the necessary skills and capacity available to ensure that business critical IT infrastructures are optimally managed can be a daunting task.
The main task for administrators in heterogeneous client/server IT environments is to keep their server, desktop and notebook infrastructures available, performant and secure, to enable users to perform their business functions. The spectrum of required administrative functions ranges from hardware and software inventory to software packaging, cascading software distribution, automatic operating system installation and patch management as well as remote maintenance and the complete management of workplace systems, all of which requires a well-integrated set of IT automation tools to bring maximum automation in supporting many systems.

Fujitsu ManageNow® Approach

Fujitsu ManageNow® is a portfolio of modular solutions for efficient IT operations management. The solutions are comprised of a package of finely tuned components; software, deployment, customization and support services which utilize market-leading data center management software as a foundation, coupled with best-in-class methodologies derived from more than 10 years' experience in delivering IT operations management solutions. ManageNow® enables highly automated integration of data center management with cost reductions of up to 65% compared to a typical manual installation and customization, and with Fujitsu's deployment service realizes a productive solution in just one week! Due to the high level of automation and consolidation of IT infrastructure management, operating costs can be improved by 40%.

Fujitsu ManageNow® for Client & Server Automation

ManageNow® Client & Server Automation simplifies the administration and monitoring of heterogeneous server, client and retail IT infrastructure, comprehensively optimizing IT operations. The spectrum of functions range from hardware and software inventory to software packaging that includes Microsoft standard MSI, cascading software distribution, automatic operating system installation, and patch management, as well as remote maintenance and the complete management of workplace systems. ManageNow® Client & Server Automation increases productivity and efficiency thanks to highly standardized systems that can be installed and operated automatically. The standardization and automation of lifecycle

management in client & server IT infrastructure enables organizations to effectively manage hardware and software solutions.

Fujitsu ManageNow® for Client & Server Automation - Support

The support service provides a single point of contact (SPoC) for call acceptance and diagnostics of problems for all ManageNow® components. ManageNow® software corrections are provided as single patches or groups of patches and may include minor functional enhancements.

Your benefits

■ Hotline support by telephone and E-mail provides direct contact to ManageNow® specialists to quickly and professionally resolve problems.
■ ManageNow® software patches ensure you are always up to date.
■ Ongoing development of the ManageNow® software enables customers to benefit from new features without costly upgrades.

Service Details

Service description

The support service provides a single point of contact (SPoC) for call acceptance and diagnostics of problems for all ManageNow® components.

Supported Software Components

ManageNow® for Client & Server Automation covers heterogeneous IT infrastructure environments (clients, server and PoS, etc.). Support includes all ManageNow® for Client & Server Automation components; the support for the CA Client & Server Automation products used by ManageNow® has to be orders separately.

Software corrections

Software corrections are defined as single patches or groups of patches and may include minor functional enhancements.

Remote diagnostics

Fujitsu provides - as part of the support service - reliable functions for remote access, which support fast and efficient fault diagnosis and, if necessary, fault elimination. Remote access to a customer system is only performed with the customer's approval, which can be given on a contract or case-by-case basis, and typically necessitates Internet access. Support services assume the possibility of immediate remote access. If the customer declines to make remote access available to Fujitsu or remote access is unavailable for configuration or other technical reasons, the services described can only be provided in a restricted manner and any contractual service levels may be affected by this, and are not the responsibility of Fujitsu.

The following measures are available in addition to support by telephone in case of issues due to software errors:
■ Remote access connection
■ Fault diagnostics
■ Evaluation of error messages
■ Error elimination or workaround (if possible)
■ Check of software and, if necessary, transfer of patches

Service conditions

Contract terms

A fixed 12 months Support Agreement is included with the ManageNow® Solution Package (Order code: CPS:IT-MNS-00007FD). Support Agreements may be extended and renewed with one or more ManageNow® Support Extension Packs (Order code: CPS:IT-MNS- 00008FD, valid for 12 months) which may be ordered separately for the term required and are valid from the expiration date of the last expired term.

Support Helpdesk

Customers will be provided with contact details as part of the signed contract documentation.

Support levels

Handling of fault reports typically involves support over the phone during diagnostics and troubleshooting, remote support and consultation for workarounds or fixes of the software problem. Remote access to customer systems is important for the efficient delivery of proactive and reactive services; the customer's approval for remote access is therefore a necessary prerequisite for support.

Service Time

Service time is the contractually agreed period in which service is provided on a remote basis. For ManageNow® for Client & Server Automation the following service time is available:
■ Service Time: 5x9, business hours on business opening days in Germany, excluding public holidays.

Remote response time

Remote response time refers to the maximum time (within the agreed service time) between call acceptance and the specialist contacting the customer to start the diagnosis of the incident on a remote basis.
■ Response time: 4 hours

Unless expressly agreed otherwise the Fujitsu IT Services as set out in this Datasheet will be performed based on the Fujitsu *"General Terms on Consulting and Technical Assistance"*, or alternatively - where the main emphasis of the Services is on the performance of works - based on the Fujitsu *"General Terms for IT Integration Services, IMAC/D Services and other works and services subject to acceptance"*.

Ordering & delivery

This Support Service is available from your local Fujitsu sales office. When ordering please quote the information below.

Title:	**Fujitsu ManageNow® for Client & Server Automation – Support Extension**
Order code:	CPS:IT-MNS-00008FD
	extends the Client & Server Automation Support for 1 additional year
	The support for the first year is part of
Title:	**Fujitsu ManageNow® for Client & Server Automation – Solution Package**
Order code:	CPS:IT-MNS-00007FD

More information

Fujitsu Professional Services

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

Dynamic Infrastructures

With the Fujitsu Dynamic Infrastructures approach, Fujitsu offers a full portfolio of IT products, solutions and services, ranging from clients to datacenter solutions, Managed Infrastructure and Infrastructure as a Service. How much you benefit from Fujitsu technologies and services depends on the level of cooperation you choose. This takes IT flexibility and efficiency to the next level.

Computing Products
www.fujitsu.com/fts/products
- PRIMERGY: Industry Standard Server
- SPARC Enterprise: UNIX-Server
- BS2000/OSD Mainframes
- PRIMEQUEST: Mission Critical IA Server
- ETERNUS: Storage Solutions
- ESPRIMO, LIFEBOOK: Workplaces

Software
www.fujitsu.com/fts/products/software
- Operating Systems
- Middleware
- Applications
- Partner Software

Services
www.fujitsu.com/fts/services
- Managed Services
- Infrastructure as a Service
- Consulting & Integration Services
- Maintenance & Support Services

More information

To learn more about ManageNow and other related services please contact your Fujitsu sales representative, email us at expert@ts.fujitsu.com, or visit our website at www.fujitsu.com/fts/managenow

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 resolve issues of environmental energy efficiency through IT. Please find further information at:
www.fujitsu.com/global/about/environment/

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