

Data Sheet

Fujitsu ManageNow® for Data Center Monitoring Support

Your Requirements

The main task of IT Operations Management (ITOM) is to monitor and ensure the availability and stability of IT infrastructures and applications to meet all existing and changing business requirements. Management and automation of enterprise IT are top priorities for data center managers.

The range of IT management software, solutions and services typically required to fulfill the necessary tasks is broad - implementation efforts and impact to productive operations are key factors to be taken into account:

- Implementation and customization with minimum risk in meeting schedule and budget
- Integration of existing management tooling to preserve investments
- Visualize the impact of problems in the IT infrastructure to business services
- Reproducible customization and customer-specific changes
- Support for complete IT infrastructure
- Significant complexity reduction for managing the IT infrastructure

The 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 open source IT 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 enterprise IT 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 Data Center Monitoring

ManageNow® for Data Center Monitoring is a highly scalable solution for the monitoring of heterogeneous data center IT infrastructure, providing a highly-efficient out-of-the-box monitoring for Fujitsu IT products (PRIMERGY, ETERNUS, etc.) as well as for products from the main SAN and storage vendors (Brocade, EMC, NetApp,...). ManageNow® supports inventory of the monitored systems including best practice threshold values to reduce the customizing efforts for monitored systems. The integration of open source Nagios®/Icinga® native plugins preserves investments in own-developed plugins and

enhances flexibility by using plugins sourced from the Nagios® community. Easy to define services visualize the impact of infrastructure problems to the affected services (business process views). Comfortable service dashboards provide operational



task-focused views for various operators and/or operator teams. Easy to define topology views visualize the topology, including dependencies between monitored systems and provide root cause and impact cause analysis of events and alarms. The patent pending ManageNow® Automated Control Process reduces the operational efforts in the daily data center business.

Fujitsu ManageNow® for Data Center Monitoring - Support

The support service provides a single point of contact (SPoC) for call acceptance and diagnostics of problems for the entire solution stack, e.g. the ManageNow® components as well as used open source tools. ManageNow® software corrections are provided as single patches or groups of patches and may include minor functional enhancements.

Your Benefits

- Scalable enterprise-grade IT monitoring solution that harnesses the vast wealth of management features found in the open source IT monitoring software (Nagios®, Icinga®).
- 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. New software versions are part of the support.

Service Details

Service description

The support service provides a single point of contact (SPoC) for call acceptance and diagnostics of problems for the entire solution stack, e.g. the ManageNow® components as well as the open source Icinga® poll engine.

Supported Software Components

ManageNow® for Data Center Monitoring covers heterogeneous IT infrastructure environments (server, storage, SAN and network, etc.). Support includes the ManageNow® for Data Center Monitoring components as well as the used open source software components (e.g. the Icinga® poll engine).

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-00001FD). Support Agreements may be extended and renewed with one or more ManageNow® Support Extension Packs (Order code: CPS:IT-MNS-00002FD, 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 Data Center Monitoring 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 Data Center Monitoring – Support Extension**
Order code: **CPS:IT-MNS-00002FD**
extends the Data Center Monitoring Support for 1 year

In addition the **Fujitsu ManageNow® for Data Center Monitoring – Solution Package** with
Order code: **CPS:IT-MNS-00001FD**
includes ManageNow® for Data Center Monitoring Support for 1 year

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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2014-02-12 CEMEA&I EN

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