Infrastructure Support SolutionContract

Data Sheet

Introduction

Infrastructure Support is designed for improving the uptime and administration in a Converged / Hyper Converged environment. In a Integrated System PRIMEFLEX or Storage Solution, subsequently called Integrated System, many components like servers, storage, operating system, hypervisors and network components need to work together effectively.

The Infrastructure Support concept is especially designed to deliver end-to-end support embracing respective core and/or supplemental components of the Integrated System as specified in the related data sheet or other product documentation.

The Infrastructure Support services connect advanced product support services, reliable break & fix hardware services and software maintenance services with services to identify configuration problems and the coordination of failure elimination in one Integrated System.

The particular hardware and software products integrated in one Infrastructure System, that are subject to this service, are listed in the product specific Technical Appendix to this data sheet.

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Infrastructure Support Service

The Service is provided based on:

- **Infrastructure Support SolutionContract** establishing a product related service contract for a minimum contract period of 1 year.
  For further details see „General Information".

The Infrastructure Support comprises the following Services:

- **Incident management and Single Point of Contact (SPOC)** for call acceptance and diagnosis of problems for the entire Integrated System infrastructure.

- **Technical Solution Support (TSS)** ensures availability of and fast access to experts to solve problems in the Integrated System. Fsas Technologies assumes responsibility for analyzing problems in the Integrated System, identifying configuration problems and the coordination of failure elimination in hardware and/or software products included in the service-authorized Integrated System.

- **Software Support**: for released software products certified for the respective Integrated System, technical support covers the support for error diagnostics and the provision of potential initial workarounds via phone or remote access. The right for patches and updates/upgrades is included, if made available by the vendor.

- **Hardware Support**: for released hardware products certified for the respective Integrated system, hardware support covers diagnostics and the elimination of hardware errors via repair or replacement.

- **Proactive Services** enhance the support services for the Integrated System with

Technical Account Manager (TAM), System Health Check and Patch Information Management. Depending on the Integrated System the Infrastructure Support offers proactive services, as described in the Technical Appendix, as a selectable option.

Customer Benefits

- **Reduced complexity**
  - Single Point of Contact (SPoC) to handle all service matters related to the Integrated System.
  - Specially trained, advanced system-centric support that frees up the customer from complex diagnostic tasks and identification of single component failures.

- **Improved availability**
  - Up to 24x7 0,5h remote response service subject to the selected service option
  - Fast problem resolution through early expert involvement for the identification of the failure affecting the Integrated System
  - Problem avoidance by checking the system status on a regular base (subject to the availability of proactive services for a particular Integrated System)

- **Transparent and projectable service terms**
  - Fixed one-time service fee depending on the size of the integrated system, the selected service level and the duration
  - Aligned service levels and service times for the Integrated System related support offerings through predefined options.

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Services in Detail

The Infrastructure Support comprises the following service activities:

Reactive Services

Infrastructure Support SolutionContract

- **Incident Management**

Call acceptance	The Infrastructure Support comprises the following service activities
	ts.fujitsu.com/servicedesk

When the call entitlement and the pre-clarification check have been successfully concluded, the incident is registered, a reference number is assigned and the fault is then processed according to the defined service level.

To enable the entitlement check, the customer must specify the assigned Serial Number (also known as Solution Identifier) of complete Integrated System.

- **Single Point of Contact (SPOC)**

After call acceptance at the local ServiceDesk or a specifically communicated Callnumber, all incidents regarding a Integrated Systems will be managed by a technical contact (Single Point of Contact) according to the details for Technical Solution Support (TSS) for incident management, error diagnosis and problem management. Core components that are included in this service, are listed in the respective Technical Appendix.

For faults related to supplemental components like network or storage, that are required to operate the Integrated System, Fsas Technologies may forward error messages to the respective service provider / department and/or manage the incident, if the required support contracts and respective service obligations are in place.

- **Technical Solution Support (TSS)**

All incidents will be routed to Technical Solution Support. The technical solution experts provide incident support and handle the customer's problem from call receipt to call closure. The expert may elect to engage additional specialist resources, as required, to help resolve the problem. Even when additional resources (e.g. hardware or software 2nd level product support) are used, Fsas Technologies expert remains engaged from incident creation through closure

to help ensure a consistent end-to-end support for the customer System configuration issues related to the service-authorized Integrated System will be handled via remote support. Problems in the Integrated System will be analyzed, the faulty component(s) identified and failure elimination in the hardware and software products of the Integrated System coordinated.

- **Technical Software Support**

Technical support for software incidents covers receiving the fault report, providing remote support for error diagnostics and searching for possible initial workarounds. The right to use of patches, updates and upgrades (if made available by Fsas Technologies) is included in the Infrastructure Support. Fault elimination might be done by installing software patches for the respective software if they have been made available by the software manufacturer.

Problem analysis and elimination of identified faults in Integrated System related software products will be done under the terms of the SolutionContract

- **Technical Hardware Support**

- **Technical support** for hardware products covers diagnostics and the elimination of errors via repair or replacement.

- **Autocall messaging** enables automated hardware diagnosis in case of hardware failures of the system. The service-authorized product reports critical hardware failures immediately via remote connection to the Fsas Technologies service center. After feeding this input into the Fsas Technologies support workflow, the fault elimination process will be initiated.

  Autocall consists of:

  - Detection of system or component failures

  - Automatic creation of an incident in the Incident Management System of Fsas Technologies

  - Call back of Fsas Technologies Support to the customer within the agreed System Service Level

  - Analysis of the fault and implementation of an appropriate resolution together with the customer.

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- **Hard Disk Retention**

This option of the SolutionContract is designed for customers who -in a service situation - do not wish to hand over data media (hard disk drives, SSDs, UFM-Devices, SATA-DOMs, DCPMMs or Boot Disk Utilities) with confidential data to Fsas Technologies or the commissioned authorized service partner. Customers, who purchase this option, are allowed to retain faulty hard disk drives that are authorized for service: In this situation, Fsas Technologies, in contrast to other specifications in the General Terms for Support Services, does not insist on its ownership right for faulty hard disk drives when supplying a replacement drive.

The customer retains sole responsibility for protecting confidential data saved on faulty hard disk drive.

Further details see:
Technische Anlage Infrastructure Support für das jeweilige Integrated System

Proactive Services

Depending on the particular Integrated System the SolutionContract offers proactive services as a selectable option. They enable the early identification of critical system conditions and initiation of preventive measures. They consist of the following elements:

- **Technical Account Manager (TAM)**

To ensure sustained service quality Fsas Technologies names a defined contact person (TAM), who supports the customer in service-relevant topics for the service-authorized Integrated Systems. Tasks of the TAM:

- Coordination of regular reviews with the customer for the following topics: service and product quality, improvement potential and contract supplements

- Support for the customer in ordering installations of software updates, as required

- Twice or four times a year, depending on the selected service option, the report of the

system health check and potential measures are discussed with the customer

- Updating of the documentation for the installed customer configuration together with the customer

- **System Health Check**

It is the purpose of the System Health Check to assist in sustaining the required performance and availability of the Integrated System. To this end, the technical status of the infrastructure is analyzed and evaluated with the aim of detecting potential problems or bottlenecks. The results of the analysis are compiled in a system report and submitted to the customer.

- Determine version of system firmware

- Determine the status / up-to-dateness (incl. updates / patches) of Integrated System software products.

- Evaluate the system log files and check the extent to which the parameters of the system environment and system resources lie within the agreed threshold values

- Detailed information about processed data volumes (throughput)

- Preventive hardware diagnostics (HW system logs)

- Preventive software diagnostics

- Check all customer-relevant remote service functions

- **Patch Information Management**

Patch Information Management provides information on a proactive basis about new corrections for the service-authorized software core components and makes them available as required.

Further details see:
Technical Appendixes Infrastructure Support for the individual Integrated System

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Ready-for-Service (R4S)

Workflow and related documentation ensure smooth hand over from the deployment to operation and in addition updates during the service period. When the contract starts, service readiness of the Integrated System is verified by Fsas Technologies. This includes:

o Serviceability Check

o Check the system documentation created as part of the installation / deployment

o Check the technical status of the customer system

o Check the hardware / software release versions

o Check the hardware and software components in use

o Configure and test the remote access

o Agree an escalation process, including contact person, which is initiated for complex fault situations

The customer is required to support Fsas Technologies as necessary, in particular in recording required system configuration and third party contract data at the initial installation / deployment. In addition, during the service period changes in the Integrated System such as configuration, contact or SLA updates, have to be logged, to ensure that the right information is available when an incident occurs.

Operation Status After Toubleshooting

After troubleshooting, Fsas Technologies verifies the functionality of all components required to operate the Integrated System. If not specified otherwise in the respective Technical Appendix the system is considered operational again if it operates according to the status after factory delivery or, if available, according to the latest Ready-4-Service documentation.

Infrastructure Support Options

Infrastructure Support services related to one Infrastructure have to be ordered with aligned service levels as indicated in the table above, subject to availability of that service level the product involved.

Connected services as described above are not designed to be sold for software-only or hardware-only configurations due to the integrated nature of the service deliverables.

SolutionContract Option	9x5 NBD	24x7 ND	24x7 ND Premium	24x7 6Std. Premium
Service time	9x5	24x7	24x7	24x7
Remote Response time for Integrated System**	4 h / NBD	4 h / ND	0,5 h / 4 h	0,5 h / 2 h
Call Acceptance	■	■	■	■
Single Point of Contact (SPoC)	■	■	■	■
Technical Solution Support (TSS)	■	■	■	■
Remote- Response time for Software**	4 h / NBD	4 h / ND	0,5 h / 4 h	0,5 h / 2 h
Onsite Response time for Hardware faults*	NBD / NBD	ND / ND		
Onsite Recovery time for Hardware faults*	–	–	ND / NBD	6 h / ND
Autocall Messaging	■	■	■	■
HDD Retention	□	□	□	□
Software Maintenance Provision of Software				
• minor versions for fault elimination (updates)	■	■	■	■
• major versions with new functions (upgrades)	■	■	■	■
Proactive Services				
• System Health Check • Patch Information Management • Technical Account Manager	□ half-yearly	□ half-yearly	□ half-yearly	□ quarterly

Remark:

*The onsite response/recovery times designate the service level for severity level 1 / 2-3 faults
**The remote response times designate the service level for severity level 1 / 2-3 faults
Further information can be found at "General Information"

Legend:

■ Service element available, depending on country
□ Optional, availability depending on country
9x5 Local business hours on local business days except legal public holiday
Further details see ts.fujitsu.com/support-terms
24x7 Monday to Sunday including legal public holidays, 24 hours
NBD Next business day
ND Next day

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General Information

Contract Model

SolutionContract is a product-related service contract. Fsas Technologies reserves the right to verify the serviceability of the product prior to accepting a service responsibility and to charge additional fees for the resumption of the services for the product(s) (Reinstatement fees). All charges shall be made in accordance with the Fsas Technologies price list valid for the respective period in question.

Service Period

The service period for SolutionContract begins with the contractually defined time. At the end of the minimum contract period of 1 year the contract is renewed for a period of one year respectively, unless it is terminated with due notice.

The maximum service period is limited by the earliest end of service life date of any integrated components.

Service Time

The service time is the contractually agreed period in which service is available. The standard service time varies between countries.

Standard Service time	Please see details for respective country under ts.fujitsu.com/support-terms

Service Levels

The defined onsite response and recovery times start within the agreed service time with the Call Acceptance (as defined below), but earliest with start date of the contracted service time; time measurement is stopped outside the agreed service time. In other words, the described reaction times can last until the next day which is covered by the service time.

All service levels are targets, and Fsas Technologies makes no warranty or guarantee that these levels will be achieved, unless otherwise agreed

The agreed remote response, on-site response and recovery times depend on the selected service option as well as the severity of the fault (hereinafter referred to as severity level). The severity level of the fault is defined by the customer during call acceptance together with Fsas Technologies.

Severity level 1	**Critical impairment to operation**
	The fault in the service-authorized infrastructure or one of its critical components causes serious impairment to the customer's business processes; typical level 1 impairments are: • business processes not running • productive system standstill • threat to data integrity • backup and recovery functions for productive operation not working
Severity level 2	**Significant impairment to operation**
	The fault in the service-authorized infrastructure or one of its critical components results in considerable impairment to the operability of business processes, essential applications or to the system. A by pass is not possible with reasonable expenditure.
Severity level 3	**Moderate impairment to operation**
	The service-authorized infrastructure is functioning with moderate impairment to the performance of business processes, essential applications or to the system. Business processes and applications are running, no data loss. The fault may be temporarily circumvented using an available workaround; the delay in fault elimination is acceptable.

In exceptional cases, when Fsas Technologies' 2nd Level Technical Support team needs to involve 3rd Level Support / Development for resolution, the service time is interrupted until clarification.

- **Call Acceptance**

Call acceptance	To get in contact with Fsas Technologies Support please see
	support.ts.fujitsu.com/servicedesk

When the call entitlement and pre-clarification phase has been successfully concluded, the fault is accepted, a reference number is assigned, and the fault is then processed according to the defined service level. The measurement of the contracted onsite response or recovery times starts with the confirmation of an incident by the ServiceDesk ("Call Acceptance").

The customer must specify the serial or ID number for the Solution, the Solution-ID concerned.

- **Remote Response Time**

The remote response time designates the period between call acceptance and when a specialist starts to solve the problem via the phone or remote access.

- **On-site Response Time for HW faults**

The onsite response time is the period between call acceptance and the time when an engineer arrives at the customer to begin working on the issue.

Within Onsite Response time, Fsas Technologies differentiates between the following offerings:

- Engineer arrives in general within the contracted Service option with a diagnosed spare part versus

- Engineer contacts the customer in general within the contracted Service option and agrees the onsite intervention incl. the spare part.

The measurement of the onsite response time is interrupted outside agreed service times. The onsite response time does not apply in those situations where a fault can be eliminated remotely.

Troubleshooting lasts until the IT infrastructure is operational again or until suitable progress has been made in solving the problem. Work can be stopped for a time if additional parts or resources are required, but is restarted as soon as they are available.

- **Recovery time for HW faults**

The recovery time designates the period of time from call acceptance to the time when a service engineer usually recovers the operational readiness of the hardware that was diagnosed as a hardware fault.

The recovery time does not include the time that is required to recover the data and/or install software or an operating system and/or recover the customer-specific configuration.

Services not included in the scope of support (exclusions)

The contractually agreed support services do not include the backup or initial installation of any embedded software, operating system, the application software as well as the system and user data.

The regular and full data backup, including application and operating system software, is the responsibility of the customer.

Installing new software versions is not part of the Infrastructure Support contract, but can be commissioned and will be invoiced separately.

Prerequisites

Service delivery according to the Infrastructure Support is subject to the following mandatory prerequisites and general conditions are being observed and abided to. Should one or more of the prerequisites not be met, the services described can only be provided in a restricted manner or even not at all.

- **Remote access**

Fsas Technologies provides as part of the support services reliable functions for remote access, which supports fast and efficient fault diagnosis and, if necessary, fault elimination. Remote access to a customer system is only done with the customer's approval, which can be given on a general or case-by-case basis, and usually necessitates Internet access.

The Infrastructure Support assumes that there is the possibility of immediate remote access. If the customer rejects setting up remote access or it cannot be configured for other reasons, the services described can only be provided in a restricted manner and the contractual service levels cannot always be met.

- **System/Configuration changes**

The Infrastructure Support services can only be provided when the customer notifies Fsas Technologies Support immediately in writing of all service related modifications to the contracted Integrated System product. In case of an extension to the Integrated System, is mandatory to acquire together with the Hardware / Software products the respective services to cover such extension with the same service scope as the one in the existing contract.

- **Maintenance Slot**

The migration to new software versions may in given instances require maintenance periods, in which the system is not available or only to a restricted extent and the agreed service levels cannot be met. The customer is to grant Fsas Technologies an appropriate maintenance slot on a regular basis in order to perform software updates specific to the service contract as soon as a new software versions become generally available.

- **Maintenance Mode**

To allow particularly onsite interventions by a certified maintenance engineer, it is the obligation of the customer to bring the Infrastructure into "Maintenance Mode" (meaning it is not anymore in operation mode).

Legal information/general terms and conditions

The product, delivery and service features described above include a final list of the features of the subject of the contract and do not represent a guaranteed quality or declaration thereof in the eyes of the law.

In addition to this data sheet, the following general business terms and conditions of the contracting Fsas Technologies company apply in the respective local version (see ts.fujitsu.com/support-terms):

- "General terms and conditions for hardware and software support services of Fsas Technologies"

- Technical Appendix Infrastructure Support for the respective Integrated System.

Local Availability

Fsas Technologies support offerings, features, and coverage (and related products) may not be available in all countries or areas. To obtain further information or to order Infrastructure Support Service, contact a local Fsas Technologies sales representative and reference the respective Integrated System.

More information

Fsas Technologies products, solutions & services
In addition to Infrastructure Services Offerings, Fsas Technologies provides a range of platform solutions. They combine reliable Fsas Technologies products with the best in services, know-how and worldwide partnerships.

Fsas Technologies Portfolio
Built on industry standards, Fsas Technologies 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 alternative sourcing and delivery models to increase their business agility and to improve their IT operation's reliability.

Computing Products
www.fujitsu.com/global/products/

Software
www.fujitsu.com/software/

More information
Learn more about Infrastructure Services Offerings, please contact your Fsas Technologies sales representative or Business partner, or visit our website.
https://www.fsastech.com/en-eu/

Fsas Technologies green policy innovation
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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Disclaimer
Please note that the data sheet reflects the technical specification with the maximum selection of components for the named system and not the detailed scope of delivery. The scope of delivery is defined by the selection of components at the time of ordering. The product was developed for normal business use.