FUJITSU

Data Sheet: Fujitsu InstallationPack
Installation Services for Fujitsu M10 and Oracle SPARC Servers

Predefined installation packages for Fujitsu M10 and Oracle SPARC Servers.

INTRODUCTION

The Fujitsu InstallationPack offers onsite installation services for the Fujitsu M10 and Oracle SPARC Servers with the Oracle brand or the Fujitsu co-brand in the version Advanced.

The service covers the installation of the hardware, installation of the Solaris operating system as well as standard configuration and initial operation of the server. The InstallationPack Advanced is each available for one server at a fixed price.

SCOPE OF SERVICE

Within the framework of the InstallationPack Advanced Fujitsu provides the services described below, including all of the integral installation components listed in the respective delivery note, for the system(s) for which this service has been commissioned. Services that are not part of the Fujitsu InstallationPack and provided at the request of the customer are charged on a time and material basis in accordance with the valid Fujitsu price list. The installation is performed properly and according to the manufacturer's specifications. Once the installation is completed, the system is prepared in the best possible way for further configuration and for the initial operation by the customer.

The installation is considered complete when the function test as described below is executed successfully. After the completion of the installation, the system is prepared in the best possible way for further configuration and for the initial operation by the customer.

Installation preparation

- Fujitsu agrees by telephone an installation date with the customer which suits both parties and clarifies with the customer whether the prerequisites for the contractually agreed installation are given.
- Clarification of the prerequisites with the customer by telephone for the installation of the operating system and standard configuration.

Installation

- Unpacking and visual verification of the products for damage. If required, faulty components are repaired or replaced, or this is initiated immediately according to the respective warranty conditions or the conditions of a valid service agreement.
- Installation according to the configuration specification of all the components that belong to the system but are delivered as individual components
- Installation of the systems in a rack, or installation of the systems in the customer environment and establishment of the physical connections.
- Verification and, where applicable, update the firmware in agreement with the customer

- For Fujitsu M10-4S the interconnect of single building blocks to a complete scale-up system is included
- Installation of a standard operating system in a version released for the system and as provided by the customer (per partition if partitioning was agreed beforehand). The configuration of logical domains or Solaris zones is not part of this InstallationPack
- Updating of the Solaris installation through the installation of current patches according to manufacturer specifications
- Configuration of the Solaris basic settings according to customer specifications
- If possible, integration of the newly installed product in Fujitsu's remote support network and in Oracle's ASR Service
- Function test: Execution of product-specific diagnoses in order to determine operational readiness.
- Handover of the packaging material to the customer for further storage or disposal

System handover
Brief customer instruction. Handover of the system with a protocol and recognition on the part of the customer by signature that the installation was completely performed in accordance with the description for the purchased InstallationPack.

Service time
Service specialists with product and system-specific certification perform the installation at the agreed date during the local standard service time that varies between countries:

Standard service time	Please see details for respective country under http://www.fujitsu.com/fts/support-local-terms

Any different installation times can be agreed if required and against payment of additional costs.

PREREQUISITES
The following prerequisites apply for the execution of the InstallationPack Advanced as ordered:
- The system and all other components required for the installation are located directly at the installation location.
- Appropriate rack mount kits must be provided by the customer for rack installations.
- The required infrastructure (connections for the power supply, LAN, modem, Fibre Channel, SCSI, etc.) including the necessary building cabling, are to be provided by the customer in such a way that they can be connected to the system.

- Basic configuration parameters, such as IP addresses and host names, are known. The customer provides the current version of the Solaris operating system to be installed on a suitable medium.
- The installation service must be used by the customer within 90 days after placement of the order. Fujitsu reserves the right to increase the fee for the InstallationPack after this period.

SERVICES NOT INCLUDED IN THE SCOPE OF SUPPORT (EXCLUSIONS)
The Fujitsu InstallationPack is only available for the initial installation of new products. Separate installation services can be offered by Fujitsu for the installation of already existing systems, for which however different conditions can apply, especially if no warranty claims or other service agreements exist with Fujitsu. Planning or design services for the integration of the systems into the IT environment of the customer or an assessment of the IT environment are not included in the InstallationPack. Fujitsu offers separate services for this.

LEGAL INFORMATION / GENERAL TERMS AND CONDITIONS
In addition to this data sheet, the following general business terms and conditions of Fujitsu Technology Solutions in the respective local version apply (see http://www.fujitsu.com/fts/support-local-terms):
- General Terms and Conditions for IT Integration Services, IMAC/D Services and other works and services subject to acceptance

More information

Fujitsu products, solutions & services

Products
www.fujitsu.com/global/products/
In addition to the Fujitsu Support services, Fujitsu offers a full portfolio of other computing products.

Computing products
- Storage systems: ETERNUS®
- Server: PRIMERGY®, PRIMEQUEST®, Fujitsu SPARC® M10, BS2000®/OSD Mainframe
- Client Computing Devices: LIFEBOOK®, STYLISTIC®, ESPRIMO®, FUTRO®, CELSIUS®
- Peripherals: Fujitsu Displays, Accessories
- Software
- Network

Product Support Services with different service levels agreements are recommended to safeguard each product and ensure smooth IT operation.

Solutions
http://www.fujitsu.com/global/solutions
The Fujitsu solutions combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships. Fujitsu's Solutions include parts of one or more activity groups (e.g., planning, implementation, support, management, and training services) and are designed to solve a specific business need.
Infrastructure Solutions are customer offerings created by bringing Fujitsu's best products, services and technologies together with those from partners to deliver benefit to our customers' businesses.
Industry Solutions are tailored to meet the needs of specific verticals.
Business and Technology Solutions provide a variety of technologies developed to tackle specific business issues such as security and sustainability, across many verticals.

Services
www.fujitsu.com/global/services/
Several customizable Fujitsu Service offerings ensure that IT makes a real difference and delivers true business value. We do this by leveraging our extensive experience in managing large, complex, transformational IT programs to help clients in planning, delivering and operating IT services in a challenging and changing business environment.

Application Services support the development, integration, testing, deployment and on-going management of both custom developed and packaged applications. The services focus on delivering business and productivity improvements for organizations.
Business Services respond to the challenge of planning, delivering and operating IT in a complex and changing IT environment.
Managed Infrastructure Services enable customers to deliver the optimal IT environment to meet their needs – achieving high levels of IT service quality and performance for data center and end user environments.

Fujitsu green policy innovation

www.fujitsu.com/global/about/environment/
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.

More information

Learn more about Fujitsu, please contact your Fujitsu sales representative, Fujitsu business partner, or visit our website http://www.fujitsu.com/fts/services/support/

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