

Data Sheet

FUJITSU InstallationPack for vShape

Installation services for vShape Virtualization Solutions

INTRODUCTION

The Fujitsu InstallationPack Advanced offers onsite installation services for the Fujitsu vShape Virtualization Solution.

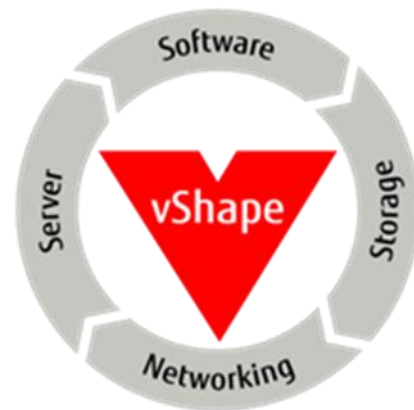
The service covers the installation of the hardware, installation of the virtualization software as well as the configuration and initial operation of the systems. The InstallationPack Advanced is available for the Fujitsu vShape solution packages.

Scope of service

The objective of this service is to install and ensure the operational readiness of Fujitsu vShape.

Further services which are not part of the Fujitsu InstallationPack can be provided on request and will be 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 by certified technicians. The installation is considered complete when the function test as described has been 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

The customer agrees to the following conditions as pursuant to the delivery of the service defined:

- Return of Pre-Installation-Checklist (latest one week before installation)

Service Description

The InstallationPack provides the following services for Fujitsu vShape Virtualization Solutions pre-mounted by the factory in a rack:

- Review of site preparation
- Unpacking and visual verification of the products for damage. If required, faulty components are repaired or replaced, or this will be initiated immediately according to the respective warranty conditions or the conditions of a valid service agreement.
- Review of the pre-installation-checklist (provided to customer in advance)
- Installation of the vShape rack (and extensions, if applicable)
- Completion of internal physical connection
 - Power cabling
 - Network cabling
- Power-up of individual devices with execution of diagnostic routines as recommended by the manufacturer
- Verification of purchased licenses
- Set-Up of vShape components
 - Check firmware and upgrade if appropriate or necessary (vShape release)
 - Configuration of the required internal LAN / FC Equipment for this vShape product
 - Installation of the respective vShape systems up to the virtual management level – ready for final configuration of Virtual Machines and installation of Guest Operating Systems
 - The Virtual Machines required for the vShape management and monitoring will be completely configured, including assignment of storage devices/LUNs.
 - No installation of additional application software (optional service).
- Functional Test – vShape management and monitoring functions will be used to verify defined functionality of all included hardware devices and operational readiness of included software products.

System handover

Handover of the vShape system and the Implementation Documentation of the customer in form of the completed pre-installation-checklist (workbook).

Brief customer instruction with acceptance of the customer by signature that the installation was completely performed in accordance to the description of the purchased InstallationPack.

Service time

Service specialists with product and system-specific knowledge perform the installation at the agreed date and during the local business hours (standard service time) that may vary between countries.

Standard service time	Please see details for respective country under http://www.fujitsu.com/fts/support-local-terms
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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.
- The required infrastructure (connections for the power supply, LAN, 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.
- The installation service must be claimed 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.

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 in the framework of IMAC/D services. This is a special contract for Infrastructure Support Services offered by 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 service activities for this.

Customer responsibilities

The prerequisites stated above apply.

The customer grants the service engineers access to the installation location. The customer nominates a contact person, who is able to provide the service engineers all the information and approvals for any necessary access to the infrastructure or the system environment of the customer.

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 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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