

Data Sheet

FUJITSU SolutionPack

FUJITSU Integrated System PRIMEFLEX for SAP HANA®

Support Services for the FUJITSU Integrated System PRIMEFLEX for SAP HANA® Single Node

INTRODUCTION

The Fujitsu SolutionPack is part of a set of closely related support offerings specially designed for Fujitsu Integrated Systems consisting of server, storage, operating system, embedded Fujitsu software, hypervisors and network components as described in the respective data sheet.

In a complex solution environment many components need to work together effectively. This support concept was especially designed for Fujitsu Integrated Systems to deliver end-to-end support to meet the increased availability requirements for the whole Fujitsu Integrated System. The Fujitsu SolutionPack supports the interaction of the components of the Fujitsu Integrated System and the specific embedded Fujitsu Software. To obtain the full Infrastructure Support, it is mandatory to order the Fujitsu SolutionPack and additionally the respective Hardware and Software Support Packs for the integrated products as listed under "PRODUCT-SPECIFIC SUPPLEMENT / Scope of Service" in this data sheet.

FUJITSU SOLUTIONPACK

The Fujitsu SolutionPack comprises the following services:

- Single Point of Contact for call acceptance and diagnosis of problems for the entire Fujitsu Integrated System. Components that are included in that service are described in the section "Scope of Service" in this data sheet.
- Technical Solution Support (TSS) ensures availability of and fast access to experts with the right skills to solve problems in the Fujitsu Integrated System. Fujitsu assumes responsibility for analyzing problems in the Fujitsu Integrated System, identifying configuration problems and the coordination of failure elimination in the HW and SW products of the Fujitsu Integrated System.
- Software support for the specific software licenses of the respective Fujitsu Integrated System including the right for patches and updates/upgrades. Embedded Fujitsu software refers to the software components that were developed by Fujitsu and that are an integral part of the respective Fujitsu Integrated System.
- Proactive Services: System Health Check, Patch Information Management as well as a Technical Account Manager as a dedicated contact person for the customer for support-relevant topics of the integrated system infrastructure.

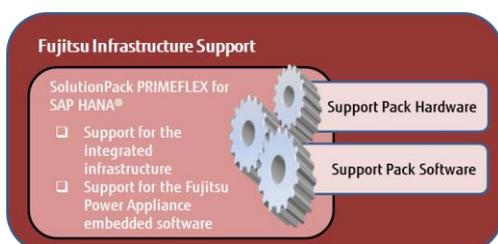
- In case the required support contracts and respective service obligations (e.g. software reinsurance) are in place, Fujitsu will forward error messages for additive components like network or storage, that are required to operate the Fujitsu Integrated System, to the respective service provider. Fujitsu subsequently will track the fault elimination process and after the troubleshooting has been carried out can check the functionality of the Fujitsu Integrated System.

To complete the Infrastructure Support, Support Packs Hardware / Software for all products integrated in the Fujitsu Integrated System have to be ordered in addition to the SolutionPack. Software Support for SAP HANA is not part of the Fujitsu Infrastructure Support but has to be additionally procured directly from SAP.

The service is provided based on a once-only payment to be paid in advance when the SolutionPack is purchased, on the service activation and on service readiness; further details see "GENERAL INFORMATION".

CUSTOMER BENEFITS

- **Reduced complexity**
 - Single Point of Contact (SPoC) to handle all service matters related to the Fujitsu Integrated System
 - Specially trained, advanced infrastructure-centric support that frees up the customer from complex diagnostic tasks and detection of single component failures
 - Technical Account Manager (optional) to support in complex support situations.
- **Improved availability**
 - 24x7 service
 - Faster problem resolution through early expert involvement for the identification of faulty components
 - Avoid problems by checking the system status on a regular base.
- **Transparent and projectable service terms**
 - Fixed one-time service fee depending on the size of the Fujitsu Integrated System and the selected service level
 - Aligned service levels and service cover times for the Fujitsu Integrated System related support offerings through predefined options



Software Support for SAP HANA
to be procured separately
from SAP

SERVICES IN DETAIL

The SolutionPack comprises the following service activities:

- **Incident management**
When the call entitlement and pre-clarification check has been successfully concluded, the fault is registered, a reference number is assigned and the fault is then processed according to the defined service level. The measurement of the contracted on-site response and/or recovery times starts with the confirmation of an incident by the service / help desk.
To enable the entitlement check, the customer must specify the Solution Identifier serial no. of the affected device for the respective Fujitsu Integrated System.

Call acceptance	To get in contact with Fujitsu support please see ts.fujitsu.com/servicedesk
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- **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, Fujitsu expert remains engaged from incident creation through closure to help ensure a consistent end-to-end support for the customer
- **Problem analysis and fault elimination**
In case of a fault a specialist directly liaises with the customer in order to provide telephone support and/or to analyze the technical problem and, if required, eliminate the fault. As a result of analyzing the technical problem, the fault is eliminated via one or more of the following actions:
- System configuration issues related to the service authorized Fujitsu Integrated System will be handled via remote support.
- Problems in the Fujitsu Integrated System will be analyzed, the faulty component(s) identified and failure elimination in the hardware and software products of the Fujitsu Integrated System coordinated.
- Software Support of the embedded Fujitsu software
Technical support for software incidents of the embedded Fujitsu Software 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 Fujitsu) is included in the Fujitsu SolutionPack.
Fault elimination might be done by installing software patches for the embedded Fujitsu software if they have been made available by the software manufacturer.
- Fujitsu will forward error messages related to faults in additive components like network or storage, that are required to operate the Fujitsu Integrated System, to the respective service provider if the required support contracts and respective service obligations are in place. Fujitsu subsequently will subsequently follow up on incident handling until solution for the respective incident is provided by original vendor or other involved parties.

PROACTIVE SERVICES

Within a Fujitsu SolutionPack proactive services constitute a selectable option. They are highly recommended so as to enable the early identification of critical system conditions and initiation of preventive measures. They consist of the following measures:

- **System Health Check**
It is the purpose of the System Health Check to assist in sustaining the required performance and high availability of the Fujitsu 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.
- Detailed information about processed data volumes (throughput)
- Preventive hardware diagnostics (HW system logs)
- Preventive software diagnostics
- Determine version of system firmware
- Determine the status / up-to-dateness (incl. updates / patches) of Fujitsu Integrated System PRIMEFLEX for SAP HANA® embedded software
- 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
- Check all customer-relevant remote service functions

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

- **Technical Account Manager (TAM)**
To ensure sustained service quality Fujitsu names a personal contact person (TAM), who supports the customer in service-relevant topics for the contracted Fujitsu 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.

More information about proactive services can be found in: "Product-specific supplements for Fujitsu Integrated System PRIMEFLEX for SAP HANA®".

The additional, mandatory Support Packs for Hardware and Software comprise the following services:

- Problem analysis and elimination of identified hardware faults will be done under the terms of the respective Support Pack Hardware. Further details see data sheet [Fujitsu Support Pack Hardware](#).
- Problem analysis and elimination of identified faults in Fujitsu Integrated System specific software products other than the embedded software will be done under the terms of the respective Support Pack Software. Further details see data sheet [Fujitsu Support Pack Software](#).

After the troubleshooting has been completed, the functionality of the system components required for operating the Fujitsu Integrated System is tested on a Fujitsu Integrated System-specific basis.

INFRASTRUCTURE SUPPORT OPTIONS

The following aligned service level options are available for Fujitsu Infrastructure Support:

Fujitsu Infrastructure Support	Aligned option 1	Aligned option 2	Aligned option 3	Aligned option 4
SolutionPack				
Service time	9x5	24x7	9x5	24x7
Remote response time	2 hrs.	2 hrs.	2 hrs.	2 hrs.
Technical Solution Support (TSS)	■	■	■	■
Software Support Provision of software • minor versions for fault elimination (updates) • major versions with new functions (upgrades)	■ ■	■ ■	■ ■	■ ■
Proactive services			Half yearly	Half yearly
Support Pack Software				
Service time	9x5	24x7	9x5	24x7
Remote response time	4 hrs.	4 hrs.	4 hrs.	4 hrs.
Software Support Provision of software • minor versions for fault elimination (updates) • major versions with new functions (upgrades)	■ ■	■ ■	■ ■	■ ■
Support Pack Hardware				
Service time	9x5	24x7	9x5	24x7
On-site response time for HW faults*	NBD	4 hrs.	NBD	4 hrs.

*The onsite response times designate the service level for severity level 1 faults; for further information see data sheet [Fujitsu Support Pack Hardware](#).

Legend:

- Service element available
- 9x5: Local business hours on local business days except legal public holiday.
Further details see <http://www.fujitsu.com/fts/support-local-terms>
- 24x7: Monday to Sunday including legal public holidays, 24 hours
- NBD: Next business day

Fujitsu SolutionPack and the Support Packs Hardware / Software for all products integrated in the infrastructure have to be ordered with the aligned service levels as indicated in the table above, subject to availability of that service level for the products involved. Infrastructure Support is not designed to be sold for software-only or hardware-only configurations due to the integrated nature of the service deliverables. Thus, the Fujitsu SolutionPack supporting software and hardware support packs may only be procured at the aligned overall Infrastructure Support service level.

Fujitsu may transfer service performance in whole or in part to subcontractors. Note that Fujitsu also employs subcontractor companies having their business seat outside the EU (European Union) or the EEA (European Economic Area) in particular for the purpose of being able to provide follow the sun support concepts and other competitive service offerings.

PRODUCT-SPECIFIC SUPPLEMENT FOR FUJITSU INTEGRATED SYSTEM PRIMEFLEX FOR SAP HANA®

SCOPE OF SERVICE

The SolutionPack is valid for Single Node installations of the Fujitsu Integrated System PRIMEFLEX for SAP HANA®.

The Fujitsu SolutionPack applies to the solution related configuration of the following components:

- The embedded Fujitsu software: Fujitsu HANA software V1.x
- The operating system: SuSE Linux
- The server hardware components: PRIMERGY and PRIMEQUEST server installed in the Fujitsu PRIMECENTER® racks.
- The ETERNUS JX40 Storage Subsystem
- The internal LAN and SAN hardware of Fujitsu PRIMEFLEX for SAP HANA®
- The firmware belonging to these components.

Remarks:

- The lifecycle policy of Fujitsu for Fujitsu PRIMEFLEX for SAP HANA platform applies. The right of patches, updates upgrades is included only according to this lifecycle policy.
- It is a prerequisite for the support services that the system is configured according to the Fujitsu configuration guide for the Fujitsu Integrated System PRIMEFLEX for SAP HANA® (see data sheet: Fujitsu Integrated System PRIMEFLEX for SAP HANA®), which ensures the SAP certification for that installation.
- External LAN and SAN components, storage, connected libraries and connection software of other manufacturers, required to operate the Fujitsu Integrated System PRIMEFLEX for SAP HANA®, maybe covered by the respective Support Pack or a suitable other service contract. Fujitsu diagnoses faults in the interfaces of these products and in case these products are covered by a customer service contract and the respective service obligations are in place, will forward these faults to the respective service provider. Fujitsu subsequently will follow up on incident handling until solution for incident is provided by original vendor or other involved parties.

Note:

SAP software and applications as well as Software Support for SAP HANA are not covered by the Fujitsu SolutionPack, but may and must be additionally and separately procured directly from SAP.

OPERATING STATUS AFTER TROUBLE SHOOTING

After troubleshooting, Fujitsu tests the functionality of all components required to operate the Fujitsu Integrated System PRIMEFLEX for SAP HANA® infrastructure using product-specific test routines. The system is considered operational when it has the following status:

The Fujitsu Integrated System PRIMEFLEX for SAP HANA® operates according to the status after factory delivery.

GENERAL INFORMATION

CONTRACT MODEL

Fujitsu SolutionPack is a product-related service contract. The contract period (service period) begins on the date when the corresponding Fujitsu PRIMEFLEX for SAP HANA Infrastructure was initially purchased or – in case of prolongation of Fujitsu SolutionPack Service on the date when the previous service period ends.

The service is provided based on a one-time fee to be paid in advance when the Fujitsu SolutionPack is purchased. To be entitled to receive the services under the Fujitsu SolutionPack and the associated Support Packs Hardware / Software for a specific Fujitsu PRIMEFLEX for SAP HANA infrastructure the activation of the Fujitsu SolutionPack as well as the Support Packs according to the "Supplemental terms for Fujitsu Support Packs" is required within 30 days from the SolutionPack purchase.

Depending on the Fujitsu Integrated System and service level, selected SolutionPacks may be activated in a country other than the country where they were originally purchased.

SERVICE PERIOD

Fujitsu SolutionPack can be purchased within 90 days of the product purchase for a contract period of 3 or 5 years. On expiry, the service period can be extended by revolving 1 year periods (until the declared end-of-service for the respective product) by purchasing a corresponding prolongation set of Support Packs for the subsequent 1 year period. The contract period (service period) begins on the exact date when the corresponding infrastructure product was initially purchased.

SERVICE TIME

The service time is the contractually agreed period in which service is provided on a remote basis. The standard service time varies between countries.

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

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

The remote response time begins within the agreed service time after the call has been accepted; the measurement of time is stopped outside the agreed service time. In other words, it can last until the next day which is covered by the service time.

SERVICES NOT INCLUDED IN THE SCOPE OF SUPPORT (EXCLUSIONS)

The contractually agreed support services do not include the backup or initial installation of the embedded Fujitsu 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 Fujitsu Infrastructure Support contract, but can be commissioned and will be invoiced separately.

PREREQUISITES

Service delivery according to the Fujitsu SolutionPack 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.

- Software Support requires
 - The services described in this data sheet are only applicable to the currently supported versions of the respective software described. For systems running older versions Fujitsu reserves the right to adapt the range of services and/or the pricing.
 - The customer must register the Support Subscription for all relevant software products in the respective Fujitsu Integrated System, delivered with this service contract. (see data sheet Support Pack Software)
 - Software corrections and patches, aimed at eliminating faults, are provided when they have been made available by the software manufacturer. These can be individual patches, patch packages or correction versions depending on the manufacturer. For fault elimination installation of software corrections is supported by Fujitsu remotely.
 - Software updates and upgrades may only be installed by service engineers authorized by Fujitsu.
 - The right of a customer to be supplied with new software versions only exists if this is explicitly stated in the corresponding Service Data sheet for the relevant Software as part of the manufacturer's product/support policy.
 - Where in scope these new versions or software update and/or upgrades are provided to Customer for download upon general availability of the new version and limited to use on the service-authorized software product and within the scope of the applicable end user license terms of the respective manufacturer.
- Ready to service

Prior to the start of the Fujitsu PRIMEFLEX for SAP HANA Services, service readiness of the integrated system infrastructure is verified by Fujitsu. This includes:

 - Checking the system documentation created as part of the installation
 - Checking the technical status of the customer system
 - Checking the hardware / software release versions
 - Checking the hardware and software components in use
 - Configuring and testing the remote access
 - Agreeing on an escalation process, including contact person, which is initiated for complex fault situations

The customer is required to support Fujitsu as necessary to perform the above, in particular in recording required system configuration and third party contract data.

- Remote access

Fujitsu provides as part of the support services 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 done with the customer's approval, which can be given on a general or case-by-case basis, and usually necessitates Internet access.

The Fujitsu SolutionPack 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. Customer acknowledges and agrees that, Fujitsu may employ subcontractors for performing remote services and that for reasons of optimizing service performance such subcontractors may also be Fujitsu group companies and third party companies having their business seat outside the EU (European Union) or the EEA (European Economic Area).

- System changes

The Fujitsu SolutionPack services can only be provided when the customer notifies Fujitsu Support immediately in writing of all service related modifications to the contracted Fujitsu Integrated System (e.g. configuration changes). In case of an extension to the Fujitsu Integrated System, procurement of corresponding Fujitsu PRIMEFLEX for SAP HANA SolutionPacks to cover such extension is mandatory and needs to be acquired with the same service scope as the one in the existing contract.

- Maintenance slot

In case that the embedded Fujitsu software needs to be re-installed during troubleshooting, this will be carried out during the contractually defined service time. The installation of software corrections may require agreed maintenance windows to be agreed with the Customer, 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 Fujitsu an appropriate maintenance slot on a regular basis in order to perform the specific software updates

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.

Complementing the descriptions in this data sheet, the following data sheets for the associated support services shall additionally apply:

- Data sheet "Support Pack Hardware"
- Data sheet "Support Pack Software" incl. the Technical Appendices for the related software products

Any and all contracted services shall be sold and performed based on the following general terms and conditions of Fujitsu Technology Solutions in the respective local version

(see <http://www.fujitsu.com/fts/support-local-terms>):

- "General terms and conditions for hardware and software support services of Fujitsu Technology Solutions "
- "Supplemental terms for Fujitsu Support Packs"

LOCAL AVAILABILITY

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

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 level 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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