Data Sheet

Fujitsu SolutionContract
Fujitsu Power Appliance for the
SAP HANA® Platform solution

Proactive and reactive Maintenance and Support Services for the
Fujitsu Power Appliance for the SAP HANA® Platform

INTRODUCTION

The Fujitsu SolutionContract is a support service for the solution infrastructures from Fujitsu, which meets the increased requirements for system availability that result from the solution approach through an extended service concept. It's essential focal points are:

- Security in terms of contractual protection of the service through consistent service level agreements as well as harmonized service periods

- Fujitsu assumes responsibility for problem elimination in the HW and SW products of the solution infrastructure as well as for configuration problems. Furthermore, problems related to other HW/SW products, which are used in the released interfaces of the solution infrastructure, are analyzed and if possible clarified with the appropriate service provider

- Support for the avoidance of functional impairments and system failures as well as long-term service quality through proactive services

- Reduction of the times required to solve problems through central responsibility for the identification of faulty components (SPoC) as well as short response and recovery times for the reactive services

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 prerequisite for signing a Fujitsu SolutionContract (see "Prerequisites" for more details).

SCOPE OF SERVICE AT A GLANCE

Depending on the selected service option, Fujitsu SolutionContract comprises the following services:

- 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 solution infrastructure

- Single point of contact (SPoC): Call acceptance and diagnosis of problems for the entire solution infrastructure entitled to service according to the "Product-specific supplements for Fujitsu Power Appliance for SAP HANA® Platform Solution"

- Reactive Services: Fault elimination for the service-authorized core components of the solution infrastructure

- Forwarding of error messages for additive components that are required to operate the solution infrastructure and for which a fault was detected within the framework of the SPoC concept. Fujitsu subsequently tracks the fault elimination process and after the troubleshooting has been carried out checks the functionality of the solution infrastructure. More details are described in "Product-specific supplements for Fujitsu Power Appliance for SAP HANA® Platform Solution "

The reactive and proactive services described below apply for the core components of the solution infrastructure, which are listed in the "Product-specific supplements for Fujitsu Power Appliance for SAP HANA® Platform Solution ".
The SolutionContract services are provided in German or English.

Services in detail

PROACTIVE SERVICES

Within a Fujitsu SolutionContract 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 solution infrastructure. 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.

- 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 solution infrastructures. 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 Power Appliance for SAP HANA® Platform Solution ".

REACTIVE SERVICES

The reactive services comprise the following service activities:

- Call acceptance

Call acceptance is 24 hours a day including Sundays and public holidays. Calls can also be sent via fax, e-mail or the Internet. After technical pre-clarification the call is accepted, a reference number is assigned, and processing then continues according to the defined service level.

When placing the call it is necessary to specify the serial and ID number of the affected device or the ID for the respective solution infrastructure. The measurement of the contracted on-site response and/or recovery times starts with the confirmation of an incident by the service / help desk.

Call acceptance	To get in contact with Fujitsu support please see: www.fujitsu.com/global/support The relevant contact details are available by choosing the respective product line and country. Detailed information to contact your local Fujitsu support will be provided with the maintenance contract documentation.

- 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:

- Elimination of hardware faults if necessary on-site
- Provide software corrections for the solution infrastructure components covered by the contract (see Software Maintenance)
- Remote support for the customer for system configuration changes

After the troubleshooting has been completed, the functionality of the system components required for operating the solution infrastructure is tested on a product-specific basis. More details about the scope of the product-specific testing are described in the "Product-specific supplements for Fujitsu Power Appliance for SAP HANA® Platform Solution ".

SERVICE PERIOD

The contract period for Fujitsu SolutionContract begins with the contractually defined time. At the end of the minimum contract period of 36 months the contract is renewed for a period of one year respectively, unless it is terminated with due notice.

The contracted service period shall always be deemed to start with the date of purchase of the product(s). In case the services are procured at a later stage and/ or for a later period, the service fees due for the period between the date of purchase of the product and the scheduled service start date (period without service coverage) will have to be additionally paid, in spite of the fact that for this period no service coverage existed. The same shall apply for interim periods during which the services for the product were canceled or suspended if and insofar such service is procured and taken up again at a later stage. In addition Fujitsu 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 (reinstatement fees). All charges shall be made in accordance with the Fujitsu price list valid for the respective period in question.

SERVICE LEVELS

The remote response, on-site response and recovery times defined below begin within the agreed service time after call acceptance; outside the agreed service time the time measurement is interrupted. In other words, remote response, on-site response and recovery times can last until a following day, which is covered by the service time. 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 Fujitsu.

The defined remote response, on-site response and recovery times are suspended during agreed maintenance slots.

Severity level 1	**Critical impairment to operation**
	The fault in the service-authorized solution 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 solution infrastructure or one of its critical components results in considerable impairment to the operability of business processes, essential applications or to the system. A bypass is not possible with reasonable expenditure.
Severity level 3	**Moderate impairment to operation**
	The service-authorized solution 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.

▪ Service time
The service time is the contractually agreed time period within which the service is provided via remote access or on-site. The standard service time corresponds to the local Fujitsu business hours on local business days with the exception of legal public holidays.

▪ Remote response time
Remote response time designates the time period from call acceptance to the time when a specialist usually begins to solve the problem, also via remote access if necessary.

▪ On-site response time for HW faults
The on-site response time designates the period from call acceptance to the time when an engineer normally arrives with the diagnosed spare part (where applicable) at the customer location. The on-site response time does not apply in cases, in which 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 within the agreed service time. 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.

SOFTWARE MAINTENANCE

Software Maintenance for the contracted software includes the
▪ provision of correction versions for the elimination of diagnosed software problems and / or on request as well as where applicable the
▪ provision of software versions with new functions
For further information see the following "Product-specific supplements for Fujitsu Power Appliance for SAP HANA® Platform Solution ".

SERVICES NOT INCLUDED IN THE SCOPE OF SUPPORT (EXCLUSIONS)

The contractually agreed support services do not include the backup or installation of the operating system, the application software as well as the system and user data, unless otherwise explicitly defined.
The regular and full data backup, including application and operating system software, is the responsibility of the customer.

PREREQUISITES

Service delivery according to the Fujitsu SolutionContract is subject to the provision that the following mandatory prerequisites and general conditions are observed or created. 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.

▪ Scope of service
The Fujitsu SolutionContract applies to the core components of the solution infrastructure. Additional maintenance contracts are necessary for all supplementary products (HW or SW). Only if they are in place and the necessary data from third party contracts has been made known to Fujitsu, will Fujitsu forward related faults to the respective service provider.

▪ Implementation check
Upon conclusion of a Fujitsu SolutionContract with defined hardware recovery times an implementation check is first carried out by Fujitsu. As a result of this check Fujitsu is - where applicable - to make proposals for changes to the user's environment, unless all prerequisites for adhering to the recovery times are met. These proposals are made in writing.
The service obligation of Fujitsu only comes into being after successful conclusion of the implementation check and the creation of the required prerequisites mentioned above.

■ Ready to service

When the contract starts, service readiness of the solution infrastructure is verified by Fujitsu. This includes:

- ■ Check the system documentation created as part of the installation
- ■ Check the technical status of the customer system
- ■ Check the hardware / software release versions
- ■ Check the hardware and software components in use
- ■ Configure and test the remote access
- ■ Agree an escalation process, including contact person, which is initiated for complex fault situations

The customer supports Fujitsu as required, in particular in recording required system configuration and third party contract data.

The service obligation begins with the handover of the Ready-to-service document to the customer.

■ 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 SolutionContract 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 changes

The Fujitsu SolutionContract services can only be provided when the customer notifies Fujitsu Support immediately in writing of all service related modifications to the contracted solution infrastructure (e. g. configuration changes). In case of an extension to the solution infrastructure, the same service option must be agreed 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 Fujitsu 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.

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 apply:

- ■ "General terms and conditions for hardware and software support services of Fujitsu Technology Solutions "

Product-specific supplements for Fujitsu Power Appliance for SAP HANA® Platform Solution

SCOPE OF SERVICE

It is prerequisite for the maintenance services that the system is configured according to the Fujitsu configuration guide for the Fujitsu Power Appliance for SAP HANA®, which ensures the SAP certification for that installation.

The SolutionContract for HANA Infrastructure covers the following components:

- Server Hardware components of the Fujitsu Power Appliance for SAP HANA® installed in the Fujitsu PRIMERGY® racks (see Datasheet : Fujitsu Power Appliance for the SAP HANA®, Platform Solution")
- The internal LAN and SAN hardware of Fujitsu Power Appliance for SAP HANA®
- the firmware belonging to these components,
- the Fujitsu Power Appliance for SAP HANA®, embedded software including the operating systems required as a basis (see Datasheet : Fujitsu Power Appliance for the SAP HANA®, Platform V1.x Solution")

External LAN and SAN components, storage, connected libraries and connection software of other manufacturers, required to operate the Fujitsu Power Appliance for SAP HANA® are **not** covered by the SolutionContract. Fujitsu diagnoses faults in these environment products and, providing the products are covered by a customer contract, reports these faults to the respective service provider. Fujitsu tracks fault processing and, after successful troubleshooting, checks the functionality of the infrastructure.

SAP software and – applications are **not** covered by the SolutionContract.

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PROACTIVE SERVICES

- System Health Check

In detail, the System Health Check covers the following elements:

- 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 the Fujitsu Power Appliance 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 components and makes them available as required. This service is based on the identification, classification and documentation of patches (including firmware) released by the respective vendors. Patches will be distributed by a web portal and/or if requested on data media.

REACTIVE SERVICES

- Measures for hardware component faults

Faults are eliminated remotely and/or by an on-site service engineer as necessary. If Fujitsu detects faults in components from other manufacturers, which are required to operate the Fujitsu Power Appliance for SAP HANA®, Fujitsu will forward such faults to the respective third party named by the customer, if the contractual data is available. If Fujitsu Power Appliance for SAP HANA®, embedded software needs to be re-installed during troubleshooting, this will be carried out within the contractually defined recovery period (to default factory condition).

The installation of the customer configuration and the rebuild of the RAID systems are not subject to the recovery time. The customer configuration image is provided by the customer.

- Measures for software component faults

Problem analysis covers the Fujitsu Power Appliance for SAP HANA®, software on the processors belonging to Fujitsu Power Appliance for SAP HANA®. A service specialist is available to diagnose the problem within the agreed remote response time and according to the selected service level and service time. If required for troubleshooting purposes, Fujitsu will contact the respective service provider for non- Fujitsu Power Appliance for SAP HANA® components, in order to forward the fault details and monitor progress provided there is a valid service contract for these components and the contractual data is available. This would typically cover faults in software used to connect Fujitsu Power Appliance for SAP HANA® to the different operating and archiving systems.

SOFTWARE MAINTENANCE

- Updates

Updates are software correction versions and patches for the Fujitsu Power Appliance for SAP HANA® embedded software. If required for fault elimination, Fujitsu provides updates and supports installation . On-site interventions during out of office hours will be charged separately. If requested, Fujitsu also provides updates that can be installed by Fujitsu for an additional charge.

- Upgrades

Upgrades are new software versions for the Fujitsu Power Appliance for SAP HANA® embedded software. Fujitsu provides upgrades on request. In case the upgrade includes new functions, Fujitsu reserves the right to charge for the new functions. The installation of the software is subject to an additional charge.

Updates and upgrades may only be installed by service engineers authorized by Fujitsu.

- Prerequisites for Software Maintenance

The customer must register the Support Subscription for Linux, delivered with this service contract, in the web of the Linux distributor. The services described in this data sheet are only applicable to the currently supported versions of the Fujitsu Power Appliance **SAP HANA®** software described above. For systems running older versions Fujitsu reserves the right to adapt the range of services and/or the pricing.

OPERATING STATUS AFTER TROUBLE SHOOTING

After troubleshooting, Fujitsu tests the functionality of all components required to operate the Fujitsu Power Appliance for SAP HANA® infrastructure using product-specific test routines. The system is considered operational when it has the following status:
The Fujitsu Power Appliance for SAP HANA® operates according to the status after factory delivery.

Options

The following service level options are available for Fujitsu SolutionContract the Fujitsu SAP HANA® Power Appliance:

SolutionContract option	Classic 9x5	Classic 24x7	Superior 24x7	Classic pro 9x5	Classic pro 24x7	Superior pro 24x7	Premium 24x7
Service time	9x5	24x7	24x7	9x5	24x7	24x7	24x7
Recovery time for HW faults for faults of severity level 1 / 2-3	-	-	ND / NBD	-	-	ND / NBD	6 hrs. / ND
On-site response time for HW faults	NBD	ND		NBD	ND		
Remote response time for faults of severity level 1 / 2-3	4 hrs./ NBD	4 hrs./ NBD	0.5 hrs. / 4 hrs.	4 hrs. / NBD	4 hrs. / NBD	0.5 hrs. / 4 hrs.	0.5 hrs. / 2 hrs.
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

Legend: ■ included
- not available

Explanation of service times
9x5: Local business hours on local business days except legal public holidays
24x7: Monday to Sunday including legal public holidays, 24 hours
NBD: Next business day
ND: Next day

More information

Fujitsu platform solutions

In addition to the SAP HANA**®** Appliance, 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/global/services/computing/
- PRIMERGY®: Industrial standard server
- SPARC Enterprise: UNIX server
- PRIMEQUEST: Mission-critical IA server
- ETERNUS: Storage system

Software

www.fujitsu.com/global/services/software/
- Interstage: Application infrastructure software
- Systemwalker: System management software

Services

www.fujitsu.com/global/services/
- Consulting Services
- Application Services
- Managed Infrastructure Services
- Product Support Services

More information

Learn more about the Fujitsu Appliance for analytics powered by SAP HANA, please contact your Fujitsu sales representative, Fujitsu business partner, or visit our website. www.fujitsu.com/fts/hana

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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