



FUJITSU Service BS2000 BS2000 Managed Data Center

Competent and reliable operation of BS2000 systems. Flexible, secure and high-available.

Overview of Offering

Description of Offering

Fujitsu provides with **BS2000 Managed Data Center** a modular service concept for the operation of BS2000 servers. Flexible service modules ensure a high level of security and availability for the customer's BS2000 servers.

Regardless of whether a few, proactive services are needed, such as System Health Check or the customer wants to handover the whole BS2000 operation - these services cover all operative processes of the BS2000 environment. By combining remote and on-site services at the customer's location, a high level of security and availability is guaranteed around the clock. Efficient business operations crucially depend on the implementation as well as the continuous optimization of processes. Fujitsu is therefore certified by ISO directives in quality management (ISO 9001:2015) and environmental management (ISO 14001:2015).

From analysis and consulting to setup and maintenance, Fujitsu provides comprehensive support. The modular structure of the service components allows the customer to hand over the responsibility for specific tasks as it matches his requirements and wishes.

The results are clear cost benefits, transparency and at the same time a high service quality, without the customer losing control over his own IT processes.

Features & Benefits

Features

- Flexible service modules
- Comprehensive support from conception to transition up to operations
- Takeover of responsibility for the operation of your BS2000 infrastructure
- Remote & On-Site service
- Central contact point at the Fujitsu Data Center (Service Desk)
- ISO certified

Benefits

- Adjustable to customer's requirements and wishes
- Takeover of specific tasks or the whole system operation by Fujitsu experts
- Guaranteed proper system functionality
- Guaranteed availability and high level security around the clock
- Increased productivity through problem solving by experienced Fujitsu employees, who reach a high solution rate
- High service quality

Additional Information

Service Scope

- Administration of BS2000 HW/SW system environment (operating system, subsystems, utility routines, server and periphery devices)
- Maintenance and update of the BS2000 system software, if required and in consultation with the customer
- Data backups and administration of backup data
- Regular check of logging files for: errors, warnings and events
- Support in locating errors in the application sector
- Forwarding of detected incidents and interruptions to Fujitsu’s Incident Management
- Constant project reviews
- The specific service content (server and storage) will be individually discussed with the customer.

Optional value-added Services

- Work preparation and review, manage, monitor and control jobs runs
- Automation in Data Center: i. a. operator functions, job automation, accounting
- Hardware configuration changes
- System migration and consolidation support
- Monitoring: i. a. centralized monitoring of hardware functions
- Network administration: i. a. file transfer administration, SAN extensions
- Helping Hands
- Optimization Service: i. a. performance measuring, analysis and tuning
- Project management for server change: i. a. coordination and conduct of essential steps
- Reporting: i. a. event reports, performance monitoring results
- SoD package (Service on Demand)
- Introduction to new storage and backup concepts
- System Health Check
- System upgrades, installation and configuration of additional SW products
- Application Management

Inclusions*

Services

- Base volumes of the service adjusted to the customer’s requirements
- Optional services possible
- Service upon consultation mainly remote, if required also on-site

Infrastructure

- Upon consultation

Exclusions*

Services

- Only BS2000 infrastructures
- Workshops and Trainings

Infrastructure

- Software licenses

Service Levels

- System administration: 8 am to 5 pm (Monday to Friday, german bank holidays excluded)
- Optional On-Call Service: 5 pm to 8 am (Monday to Friday, weekends and german bank holidays included all-day)
- Basis of the scope of service inquiry are the customer’s specific requirements

Key Performance Indicators

- Successful takeover of the assigned tasks
- Observance of the agreed service levels

Assumptions & Impact

Assumptions:

Fujitsu can access all necessary facilities and systems.
 All demanded information were delivered, which are essential for the realization of the project.

Impact:

If the necessary facilities and systems are not accessible, the service will be delayed significantly or may be paused completely.
 The preparations of the service will be aggravated, if the existing customer’s infrastructure is not completely known. This may delay the service’s execution significantly.

Customer Responsibilities

The customer has to ensure the following points before the service starts:

- The use of software versions, which will be maintained by Fujitsu
- Access to all necessary premises (Data Center)
- Contact person, with whom planned actions can be agreed on
- Information about planned offline times and changes on the system or infrastructure, respectively
- Providing all necessary tools and documentations, which are essential for the existing BS2000 operation. The documentations will be delivered by the customer under “best effort”
- Remote access to the systems for Fujitsu. The access has to be possible already during the transition and transformation phase, not only during the operational phase.

Availability of Service

- Regional
- International (by agreement)

*Note: The list of Inclusions is a high level summary of all the service elements that form part of the Service. The list of Exclusions is a high level summary of some items that do not form part of the service, and has been provided to give additional clarity. .

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