

Service Description

Fujitsu Service BS2000

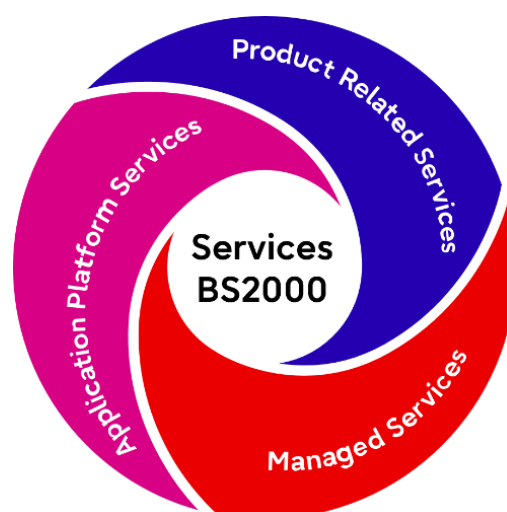
BS2000 Optimization Service

Practice-oriented performance-consultation for the optimization of your BS2000 systems.

BS2000 Optimization Service

Productivity and performance are significantly influenced by an efficient and optimal operation of your BS2000 systems. Although all BS2000 systems and applications run reliably day by day, it is good to know up to which level the essential components of your SE server and storage infrastructure are used regarding its capacity and where you might have potential for optimization. This information becomes crucial especially if you want to increase your workload, change your system partially or even consider switching to a new system.

Fujitsu's BS2000 performance experts analyze the measured values and give you exemplary recommendations for the performance, based on your current SE Server HW/SW configuration or project the identified use of resources on a new target system. All results, conclusions and recommendations will be suggested to the customer in a comprehensive presentation as well as in a report.



Overview

With BS2000 Optimization Service, Fujitsu offers flexibly configurable performance consulting that is based on the customer's questions and subject areas.

The BS2000 Optimization Service is agreed individually, all the data generated, and the information obtained are made available exclusively to the customer who commissioned the service.

Fujitsu actively cares for the optimization service, from the first vote, the analysis up to the presentation of the results and recommendations.

Features and Benefits

Features

- Analysis of system global and process-specific measurements by Fujitsu experts
- Customized consultation and with individual agreement on subject core areas
- Clear and mandatory statements
- Concrete informations and recommendations
- Processing and presentation of the results

Benefits

- Insight in system, application and periphery performance, optimization of response times and throughput-rates, server upgrade, server consolidation
- Specific to your requirements, infrastructure and challenges
- Base for future decisions
- Possibilities to optimize the performance
- Transparent and comprehensible depiction

Additional Informations

Base Volumes

- Gathering measurements with openSM2, evaluation and analysis of the data
- Measurements activated by customer according to instructions, or by Fujitsu remotely via teleservice
- Providing a comprehensive report including recommendations

Min/Max Threshold Volumes

- Offering for one BS2000 SE Server infrastructure (more servers possible, with extra charge)
- Measurements over a period of max. 1 month and max. 2 appointments (telco or on site)
 - Walkthrough the parameters and time periods
 - Presentation of the results and recommendations

Inclusions* Exclusions*

Services

- Agreement on subject areas and measurement period
- Installation of openSM2 on site or remote by teleservice
- Analysis of measured data
 - Documentation in a report
- Customer presentation
 - Comprehensible results and recommendations

Services

- Data backup before the service

Infrastructure

- Installation of openSM2

Infrastructure

- Software licenses
- Responsibility for data loss

Key Performance Indicators

- Successful performance measurement according to the agreement on the customer's key subjects
- Documentation of the results in a report
- Presentation of the results and recommendations

Assumptions & Impacts

Assumptions:

- The infrastructure was completely described to Fujitsu
- There is a contact person on site involved, who can access all required systems
- You don't use openSM2 until now

Impacts:

- The service relies on these informations, if they are incomplete, the service can be delayed
- Otherwise, the execution of the service is partially or completely not possible
- For the measurements, Fujitsu will install openSM2 and afterwards deinstall it

Customer Responsibilities

- Naming of a contact person for coordination and implementation of the service
- Providing a Teleservice connection (in case of remote installation)

Availability of the Service

- Regional
- International (by arrangement)

Contact

FUJITSU

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* Note: The inclusions list is a high-level summary of all service elements that are part of the service. The exclusions list is a high-level summary of the parts that are not part of the Service and have been included to provide additional clarity.