

FUJITSU

Enterprise Platform Service BS2000

BS2000 Optimization Service

Competent consultation for the optimization of your BS2000 systems.

Overview of Offering

Description of Offering

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 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 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.

Features & Benefits

- Analysis of global and process-specific measurements by Fujitsu experts
- Customized consultation and individual agreement on subject core areas
- Clear and mandatory statements about the performance
- Concrete information and recommendations
- Processing and Presentation of results
- Insight in system, application and periphery performance, optimization of response times and throughput-rates, server upgrade, server consolidation
- Customized service for your requirements, infrastructure and challenges
- Base for future decisions
- Recommendations for performance
- Transparent and comprehensible depiction

Additional Information

Base Volumes

- Gathering measurements with openSM2, evaluation and analysis of the data
- Measurements by Fujitsu experts on site or remote (phone service with support of the customer)
- Providing a comprehensive report and presentation including recommendations, on site

Min & Max Threshold Volumes:

- Offering for one BS2000 server infrastructure (more servers possible, with extra charge)
Performance measurement period max. 1 month
Max. 2 on site visits:
- Walkthrough the measurements and installation of openSM2
 - Presentation of results

Inclusions*	Exclusions*
<p>Services</p> <ul style="list-style-type: none"> ■ Agreement on subject core areas and measurement period ■ Installation of openSM2 on site or remote (phone service with support of the customer) ■ Analysis of measured data <ul style="list-style-type: none"> ➢ Documentation in a report ■ Customer presentation on site <ul style="list-style-type: none"> ➢ Comprehensible results and recommendations for performance <p>Infrastructure</p> <ul style="list-style-type: none"> ■ Installation of openSM2 (deinstallation after successful measurements if the customer does not own a license) 	<p>Services</p> <ul style="list-style-type: none"> ■ Data backup before the service <p>Infrastructure</p> <ul style="list-style-type: none"> ■ Software licenses ■ Responsibility for data loss
Key Performance Indicators	
<ul style="list-style-type: none"> ■ Successful performance measurement according to the agreement on the customer's key subjects ■ Documentation of results in a report ■ Presentation of results and recommendation on site 	
Assumptions & Impact	
<p>Assumptions:</p> <p>The infrastructure was completely described to Fujitsu.</p> <p>There is a responsible contact person on site during the appointment, who can access all required systems (necessary for on site visits and remote service)</p> <p>You don't use openSM2.</p>	<p>Impact:</p> <p>The service relies on these information. If they are unknown by the time the service starts, the operation will be delayed.</p> <p>If the access to the required systems is not granted, the service will be partially or completely endangered, because necessary configurations can't be executed.</p> <p>Fujitsu experts will install openSM2 for the measurements and only for the measurement period. It will be deinstalled afterwards.</p>
Customer Responsibilities	
<ul style="list-style-type: none"> ■ Providing a contact person who can give Fujitsu all necessary information for this service ■ Providing a teleservice connection and access information (remote installation only) ■ Providing a contact person with access to all relevant facilities and systems 	
Availability of Service	
<ul style="list-style-type: none"> ■ 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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