Service Description
Fujitsu Service BS2000
ETERNUS Storage Cluster for BS2000

Professional consulting on the development of concepts for a high-performance, secure and economical use of the ETERNUS storage cluster in BS2000, as well as its professional implementation.

Description of offering

Consulting on the optimal use of an ETERNUS Storage Cluster in BS2000 environments (Transparent Failover). Implementation/configuration in ETERNUS DX/AF, Storage Cluster Controller and BS2000.

Support for migration from existing configuration to storage cluster (schedule, including required downtime).

Features & Benefits

Features & Benefits
- Customized consulting for new and existing customers
- Consulting on customer location
- Conception based on customer infrastructure and requested failure scenarios
- ready-to-use configuration

Additional information

Base Scope
- Consulting on the use of the ETERNUS Storage Cluster for BS2000 by Fujitsu specialists at the customer site by individual appointment.
- Implementation according to customer requirements and possible failure concepts

Min & Max Threshold Volumes
- Minimum duration/
- Maximum duration depending on customer requirements

Inclusions*

Services
- Consulting on the scope of functions, defining the TFO groups
- Configuration ETERNUS DX/AF
- Configuration of the Storage Cluster Controller (ETERNUS SF)
- Configuration in the BS2000 server (IOCF and/or X2000)
- Configuration SHC-OSD and StorMan
- Support for migration from existing configuration
- Optional POC possible in advance.

Exclusions*

Services
- HW installation ETERNUS DX/AF and Storage Cluster Controller

Infrastructure
- Software Licenses

Key Performance Indicators

- Concept for implementation was developed taking into account customer requirements, performance, safety and cost-effectiveness
- Concept successfully implemented
- Deadline and cost agreements were met

Assumptions & Impact

Assumptions:
- There is a functional installation of two ETERNUS DX or ETERNUS AF for BS2000 with synchronous mirroring. The servers required for the Storage Cluster Controller and the management software (ETERNUS SF Storage Cruiser) are installed and accessible on the network.
- Their systems, infrastructure and network environment were fully described to Fujitsu.
- During implementation, there is a local on-site person who can guarantee access to the relevant

Impact:
- Necessary for the implementation.

- The development of a concept and its implementation is based on this information.
- If the required systems can not be accessed, the implementation of the service may be partially or

systems. Depending on the configuration, a down-time of the systems may also be necessary.
- You have valid licenses for the required functions

completely compromised, as required configuration settings can not be made.
- If no valid licenses are available, no implementation can take place.

Customer Responsibilities

- Provision of the required infrastructure (BS2000 host(s), ETERNUS DX/AF, Storage Cluster Controller, LAN, SAN)
- Ideally specific designation of the desired failure concept
- Ensuring the availability of a responsible contact person for access to the relevant systems.
- Enable downtime of the systems if necessary in the special configuration.

Availability of service

- Regional
- International (by arrangement)

Contact

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* 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.