

FUJITSU Service BS2000 BS2000-as-a-Service

Secure and internet-based designation of flexible IT resources with adaptable capacity. Save investments in an own infrastructure and benefit from the ISO certified Data Center Solution by Fujitsu.

Overview of Offering

Description of Offering

Fujitsu's offer **BS2000-as-a-Service** is the secure and internet-based designation of flexible IT resources with adaptable capacity. Without investments in an own IT infrastructure, customers or partners are able to use BS2000 Services short-termed and matching their current demand, according to contractually agreed parameters.

Fujitsu's solution relies on a flexible BS2000 server infrastructure combined with various storage solutions (online and nearline), which can be adapted modularly to meet the customer's requirements.

The BS2000-as-a-Service infrastructure will be exclusively allocated to the customer and can be accessed only by the customer. This will be realized by i. a. isolated VM2000 guest systems.

Fujitsu provides all necessary resources (hardware & software) for the BS2000 applications and maintains their proper operations in a Fujitsu Data Center. 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).

Features & Benefits

- Flexible use of IT resources in a Fujitsu Data Center, adapted to your demands and requirements
- Secure internet connection between the customer and Data Center
- System administration by Fujitsu
- System monitoring by Fujitsu
- Central contact point at Fujitsu Data Center (Service Desk)
- Reliable IT infrastructure management by Fujitsu experts
- IT infrastructure on a high security level
- Technical services for a fluent operation of the hosted systems
- Continuous monitoring by the Fujitsu Data Center for early detection of critical states
- Increased productivity through problem solving by experienced Fujitsu employees with a high solution rate

Additional Information

Base Volumes

System Designation:

- Conception and provisioning of required guest systems in the Fujitsu Data Center
- Support for the network connection (customer - Fujitsu Data Center)
- Necessary data backups of the current system and transfer of the applications to the new system, either by transporting the magnetic tape cassette drives or by file transfer
- Supervision during test phase (system, applications, remote access) until takeover by the customer

System Administration:

- Use of secure system access methods
- Administration of BS2000 HW/SW system environment (operating system, sub system, server and periphery devices)
- Administration and monitoring of the network (LAN, router) until takeover by the customer
- Realization of system configurations and generations if required and in consultation with the customer
- Maintenance and update of the BS2000 system software, if required and in consultation with the customer
- Storage Management: Data backup, disk storage and magnetic tape cassette management

System Monitoring:

- Continuous and central monitoring of the hardware functionality
- Continuous control of disk usage, processor and storage capacities
- Controll of the data backup protocol
- Analysis of logging files and Incident Management

Service Desk:

- Contact via email or phone (depending on the Service Level)
- Languages: English, German

Optional value-added Services:

- Special network connections, reporting, work preparation and follow-up work, central print services, Disaster Recovery Services, data provision, data deletion and taking out of service, Solution Services
- Individual agreement necessary

Min & Max Threshold Volumes:

Provision permanently or temporarily

Takeover of the entire BS2000 system operation ("Production System") or read-only data access ("Information System")

Minimum term: 12 months

Automatically renewed by 12 months, if not cancelled

Inclusions* **Exclusions***

- Services**
- Connection through existing internet access of the Fujitsu Data Center
 - Network encryption under IPSec
 - Initial system connection and provisioning as a service with the customer
 - Necessary technical services for a fluent operation of the hosted system
 - Continuous monitoring of system states
 - Service Desk as a central contact point

- Services**
- Installation, administration, support of customer applications (programs and data), database systems and third-party software
 - Training of the customer’s employees
 - Service only for BS2000 infrastructures

- Infrastructure**
- Server CPU expansion (guest system under VM2000)
 - Main memory expansion
 - BS2000 system environment (products and versions)
 - Hard disk capacity on storage system ETERNUS DX
 - Data transfer (LTO or FT)
 - Data backup in backup archive ETERNUS CS
 - Network connection (base expansion 10 MBit/s, 2 MBit/s backup)

- Infrastructure**
- Administration of devices of the customer (e. g. workplace PC with 9750 emulation, printer, LAN switches)
 - Licensing and deployment of third-party software

Service Levels

- Standard:
 - Usage of BS2000 infrastructure: 24 h (Monday to Sunday)
 - 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

- The customer’s network was successfully connected to the Fujitsu Data Center
- All BS2000 systems operate fluently and the test phase was successfully finished
- The hosted system was taken over by the customer

Assumptions & Impact

Assumptions:
 All necessary components (hardware, internet access with needed bandwidth, etc.) are available at the customer’s site.
 The customer provides sufficient trained employees for the necessary cooperation during the implementation.
 All demanded information were delivered, which are essential for the realization of the project.

Impact:
 The service relies on these components. If they are not available by the time the service starts, the operation will be delayed.
 If the customer does not provide enough employees or the provided employees are not qualified enough, 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 unknown. This may delay the service’s execution significantly.

Customer Responsibilities

- All measures for a connection of the TCP/IP customer network to the BS2000 system
 - Adjustments to the net infrastructure (IP router, firewall, VPN gateway, bandwidth, performance)
 - Provision of an official IP address to the customer net
 - Necessary routing entries in the firewall
- Licensing, provision and maintenance of the application software and needed third-party software (e. g. database), respectively
- Administration of the applications and databases
- Contribution to the planned adjustments to the system environment within the suggested time frame
- Providing sufficient qualified employees for the cooperation during the implementation
- Training of customer's employees
- Providing all necessary and required information for the service
- Compliance with license terms for provided software licenses
- Responsibility for the quality of data of the provided personal and organisation data

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. .

Contact

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