Service Description
FUJITSU Service BS2000
Remote openFT Install and Upgrade Service

FUJITSU

Competent realization of an openFT release change or a new openFT installation considering current configurations and interfaces.

openFT

About 80 percent of the total amount of data exchanged within a company or between a company and its customers and business partners is transferred in the form of files. In E-Business the requirements placed on an administered company-wide file transfer solution (Managed File Transfer) become even more important: openness, automation, security, reliability, availability, monitoring, visibility and performance. The Fujitsu openFT product family fulfils these requirements to the utmost and also provides a series of additional useful functions such as file administration for the local and remote system. Furthermore, openFT is very easy to install and administer and can contribute significantly to the reduction of the TCO (Total Cost of Ownership).

openFT is a high-performance solution for complex, heterogeneous IT environments that can be used to fully automate the file transfer process. openFT is especially suited for companies and government agencies that require a totally reliable and secure provision of large quantities of business-critical data

The use scenarios of openFT extend beyond numerous areas of application in mobility and business critical computing. For many application integration projects, openFT represents a widely used and proven solution with solid benefits. openFT has proven its flexibility and reliability day in day out, even under extreme loads, in over 100,000 server installations.

openFT is part of the comprehensive openSEAS product offering.

Overview of Offering

Description of Offering
Install or optimize your Managed File Transfer and bring it up to date.
Fujitsu's professional *Remote openFT Install and Upgrade Service* helps you with an efficient upgrade or a new installation. The service is adapted to your infrastructure and requirements considering your configurations and brings your openFT instances to the current state.

Features & Benefits

Features
- Update to the latest openFT Version, alternatively: new installation of the current openFT Version

- Individual agreements on the service's content
- Execution of the conversion
- Testing and ensuring the operation after the upgrade

Benefits
- Latest functionality and security while maintaining your configurations

- Customized upgrade for your requirements
- Fujitsu experts handle the changeover efficiently
- Smooth operation after the upgrade and minimized downtime

Additional information

Service Scope
Realization of the installation of new openFT versions or upgrade to the latest openFT version, adapted tot he customer's requirements. Testing and securing the smooth operation of openFT after the changeover.

Min & Max Threshold Volumes:
Maxium 4 hours service.

Inclusions*

Services
- Adjusting interfaces to the new openFT-Version
- Online/tel. agreements on the customized execution
- Online execution of the conversion
- Testing and ensuring the operation
- Individual appointments

Exclusions*

Services
- Workshops and trainings
- Creation of training materials
- Creation of comprehensive openFT operation concept
- Installation and configuration for the platform z/OS (this does not affect the software support of the platform)

Infrastructure
- Software licenses

Key performance indicators

- Latest version runs on the customer's systems and its operation was tested and ensured
- Customer's configurations were kept and (if necessary) adjusted
- Alternatively: openFT should be newly installed

Assumptions & Impact

Assumptions:

- Your infrastructure was described to Fujitsu completely. All used platforms and operating systems as well as their product versions are known. Furthermore, the network environment and type and amount of partners were communicated.

- There is a responsible contact person available during the appointment, who can access all required systems.

- You own a valid installation of openFT (independend of its version) or bought the newest openFT Version within the last three months.

Impact:

- The preparation of the service is based on this information. If they are unknown by the time the service starts, the operation will be delayed significantly.

- 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.

- The service cannot be delivered without a valid openFT license.

Customer Responsibilities

- Naming your key subjects as specific as possible
- Providing all relevant information about the environment, such as platforms, operating systems, product versions, network environment, type and amount of partners
- Granting access to facilities and systems
- Providing a contact person with access to all relevant facilities and systems
- Purchasing a valid openFT license (not included in this service)

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.