



FUJITSU Enterprise Platform Service BS2000 openFT Upgrade

Competent realization of an openFT release upgrade considering current configurations and interfaces.

Overview of Offering

Description of Offering

Optimize your Managed File Transfer and bring it up to date. Fujitsu's professional **openFT Upgrade** service helps you with an efficient upgrade to the latest version. The service is adapted to your infrastructure and requirements considering your configurations and brings your openFT instances to the current state.

Features & Benefits

- Update to the latest openFT version
- Latest functionality and security while maintaining your configurations
- Individual agreements on the service's content
- Customized upgrade for your requirements
- Execution of the conversion
- Fujitsu experts handle the changeover efficiently
- Testing and ensuring the operation after the upgrade
- Smooth operation after the upgrade and minimized downtime

Additional Information

Base Volumes

Realization of the release upgrade to the latest openFT version, adapted to the customer's requirements.
Testing and securing the smooth operation of openFT after the changeover.

Min & Max Threshold Volumes:

Maximum 2 days (each 8 h)

Inclusions*	Exclusions*
<p>Services</p> <ul style="list-style-type: none"> ■ Adjusting interfaces to the new openFT version ■ Agreements on the customized execution on site ■ Execution of the conversion ■ Testing and ensuring the operation ■ Individual appointments <p>Infrastructure</p>	<p>Services</p> <ul style="list-style-type: none"> ■ Workshops and trainings ■ Creation of training materials ■ Creation of a comprehensive openFT operation concept <p>Infrastructure</p> <ul style="list-style-type: none"> ■ Software licenses
Key Performance Indicators	
<ul style="list-style-type: none"> ■ Latest version runs on the customer's systems and its operation was tested and ensured ■ Customer's configurations were kept and (if necessary) adjusted 	
Assumptions & Impact	
<p>Assumptions:</p> <p>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.</p> <p>There is a responsible contact person on site during the appointment, who can access all required systems.</p> <p>You own a valid installation of openFT (independent of its version).</p>	<p>Impact:</p> <p>The preparation of the service is based on these information. If they are unknown by the time the service starts, the operation will be delayed significantly.</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>The service cannot be delivered without a valid openFT installation.</p>
Customer Responsibilities	
<ul style="list-style-type: none"> ■ 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	
<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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