

# Service Description

## Fujitsu Service BS2000

### SNMP Integration Service

Support of integration of SNMP in BS2000 to common monitoring systems according to customer requirements.

### Description of offering

The service includes consulting the customer, planning scenarios for optimal use,

as well as installing and configuring the integration components to enable customers to connect BS2000 systems to a monitoring platform.



## Features & Benefits

### Features

- Consulting on the possibilities of monitoring BS2000 systems via SNMP
- Planning scenarios for optimal usage
- Installation and configuration of the corresponding integration components for monitoring the BS2000 systems
- Individual consulting for new and existing customers
- Consulting at the customer site

### Benefits

- Adaptation to customer-specific requirements and requests
- User-defined monitoring
- Integration of the BS2000 systems in a data center-wide monitoring system

## Additional information

### Service Scope

- Initial configuration consulting
- Implementation based on co-creation
- Periodic project discussions

### Optional Additional Services

- Installation of a new monitoring solution for BS2000 monitoring display
- Maintenance of the monitoring solution used
- Execution of data backups of the monitoring configuration

## Inclusions\*

### Services

- The basic scope of the service is adapted to the customer's needs and in consultation
- Additional services can be ordered optionally
- Service by arrangement mainly remote, but also locally at the customer's premises if required.

## Exclusions\*

### Services

- Installation of the Monitoring Server

### Infrastructure

- Software Licenses
- Monitoring Server

## Assumptions & Impact

### Assumptions:

- Fujitsu has access to all necessary premises and systems.
- Network connection of the monitoring solution and the system to be monitored.
- All the information required to carry out the project has been provided.

### Impact:

- If the required systems cannot be accessed, the performance of the service is partially or completely at risk.
- The service is provided based on the available information.
- Tool-based documentation of the results is not possible.

## Customer Responsibilities

The customer ensures until the start of the service or beyond:

- Specific designation of the components to be monitored as far as possible
- Naming of a contact person who provides Fujitsu with the information/systems required to provide the Service
- Provision of the necessary infrastructure

## Availability of service

- Germany-wide
- International (by arrangement)

### Contact

Fujitsu

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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.