Support Pack / ServiceContract Attachment
Proactive Support for selected Fujitsu Hardware

INTRODUCTION
This Attachment supplements the data sheets "Support Pack Hardware" / "ServiceContract Hardware" and is valid for the following products:

- Fujitsu single PRIMERGY systems (IRMC based only)
- Fujitsu PRIMEQUEST systems
- Fujitsu single ETERNUS DX systems

With the Proactive Support option, Fujitsu complements its reactive services offered as Support Pack Hardware / ServiceContract Hardware by the following key features:

- Regular evaluation of system status based on the system log files (System Health Check)
- Regular evaluation of patch status concerning firmware & BIOS versions (Patch Information Management)
- Generation and forwarding of the System Health Check Report
- Only applicable for Service Contracts: Presentation and discussion of corrective actions based on the System Health Check Report (Technical Account Management)

SCOPE OF SERVICES
Proactive Support encompasses the following service elements:

- System Health Check – analysis of the service authorized products
  
  It is the purpose of the System Health Check to assist the customer in sustaining the required performance and high availability of the authorized product. To this end, the technical status of the respective product is analyzed and evaluated with the aim of detecting potential problems. The result of the analysis is compiled in a System Health Report.

System Health Check includes the following actions (depends on product segment):

- Preventive hardware diagnostics (HW system logs) including evaluation of the system log files and check of the extent to which the parameters of the system environment and system resources lie within the expected values
- Verification if firmware / BIOS versions are up to date or need up dating
- Check of customer-relevant remote access functions

Patch Information Management provides information on a proactive basis about new corrections of firmware and / or BIOS for the contracted product and makes these patches available as required.

This service is based on the identification, classification and documentation of released firmware patches. Patches are available on the Fujitsu web portal:
http://support.ts.fujitsu.com/index.asp?lnid=0&lng=com

- The System Health Check Report lists and sums up the status of the different evaluated areas. Depending on customer requirement, the report is forwarded electronically, or made available to the customer for download.

- In context of a ServiceContract, the System Health Check Report is presented and explained to the customer by a Technical Account Management

Tasks of the TAM are:

- Supporting the customer in service-relevant topics for the contracted system
- Presentation of the System Health Check Report
- Discussion of potential measures with the customer to address the findings.
### AVAILABLE OPTIONS AS ADD ON TO THE SUPPORT PACK HARDWARE

<table>
<thead>
<tr>
<th>Proactive Services</th>
<th>Reactive Support 9x5 NBD Response Onsite</th>
<th>Reactive Support 9x5 4h Response Onsite</th>
<th>Reactive Support 9x5 NBD Recovery Onsite</th>
<th>Reactive Support 24x7 4h Response Onsite</th>
<th>Reactive Support 24x7 4h Recovery Onsite</th>
<th>Proactive Support 9x5 NBD Recovery Onsite</th>
<th>Proactive Support 9x5 4h Response Onsite</th>
<th>Proactive Support 24x7 4h Response Onsite</th>
<th>Proactive Support 24x7 4h Recovery Onsite</th>
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</thead>
<tbody>
<tr>
<td>System Health Check incl. Patch Info.</td>
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<td>-</td>
<td>Once per year*</td>
<td>Twice per year*</td>
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<tr>
<td>Technical Account Management</td>
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**Reactive Services**
- 9x5 NBD
- 9x5 4h
- 9x5 NBD
- 24x7 4h
- 24x7 4h
- 9x5 NBD
- 9x5 4h
- 24x7 4h
- 24x7 4h

**Tel, Email, Autocall**
- ■
- ■
- ■
- ■
- ■
- ■
- ■
- ■
- ■
- ■

**Service time**
- Local working days except legal public holidays standard business hours
- Monday to Sunday incl. public holidays 24 hours
- Local working days except legal public holidays standard business hours
- Monday to Sunday incl. public holidays 24 hours

**On-site response time for HW faults**
- NBD
- 4h
- -
- 4h
- -
- 4h
- 4h
- -

**On-site recovery time for HW faults**
- -
- -
- NBD
- -
- 4h
- NBD
- -
- -
- 4h

**HDD Retention**
- □
- □
- □
- □
- □
- □
- □
- □
- □
- □

**Legend:**
- ■ Included
- □ Optional
- - Not available
- * with Support Packs the System Health Check Report is made available electronically
- * with Service Contracts a Technical Account Management presents the System Health Check Report

**PREREQUISITES**

The following prerequisite applies for this Proactive Support option.

- Remote access
  Proactive Support in the context of Fujitsu Support Pack Hardware is based on the assumption that the Fujitsu Support Center can reach the customer system by Fujitsu approved remote access tools.
  Remote access to a customer system is only used with the customer's approval, which can be granted on a general or a case-by-case basis, and usually necessitates Internet access.
  If the customers do not wish to provide remote access or this cannot be configured for some other reason, the contractually agreed service levels cannot always be met in all situations.

- Remote Access via Fujitsu Software AIS Connect is preferred
- System Health Check
  For analysis and generation of the System Health Check, it is inevitable that the central Fujitsu Support Center receives the required system log files from the customer systems.