

# Support Pack / ServiceContract Attachment

## Proactive Support for selected Fujitsu Hardware

Attachment to the data sheets "Support Pack Hardware", "ServiceContract Hardware"

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### INTRODUCTION

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

- Fujitsu single PRIMERGY systems
- Fujitsu PRIMEQUEST systems
- Fujitsu single ETERNUS DX systems
- Fujitsu ETERNUS CS200c, with CS800
- For PRIMERGY Blade Server Systems and Brocade Switches (VDX and FastIron WS Series), additionally the Software FUJITSU AIS Connect Support Gateway is necessary.

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)
- Presentation and discussion of corrective actions based on the System Health 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:

- Preventive hardware diagnostics (HW system logs)
- Verification if current firmware / BIOS version is the latest
- 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
- Check of all customer-relevant remote access functions

In addition, 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> .

- Technical Account Management - providing and detailing the findings of the System Health Check for the customer  
Tasks of the TAM are:
  - Supporting the customer in service-relevant topics for the contracted system
  - Presentation of the System Health Report
  - Discussion of potential measures with the customer to address the findings.
  - Typically the Technical Account Management is provided remotely. Within a ServiceContract the Technical Account Management is offered onsite as well.

**AVAILABLE OPTIONS AS ADD ON TO THE SUPPORT PACK HARDWARE**

Proactive Services	Reactive Support 9x5 NBD Response Onsite	Reactive Support 9x5 4h Response Onsite	Reactive Support 9x5 NBD Recovery Onsite	Reactive Support 24x7 4h Response Onsite	Reactive Support 24x7 4h Recovery Onsite	Proactive Support 9x5 NBD Recovery Onsite	Proactive Support 9x5 4h Response Onsite	Proactive Support 24x7 4h Response Onsite	Proactive Support 24x7 4h Recovery Onsite
<ul style="list-style-type: none"> <li>System Health Check incl. Patch Info.</li> <li>Technical Account Management</li> </ul>	-	-	-	-	-	Once per year (with remote TAM)	Twice per year (with remote Technical Account Management)		
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	-	-	4 h	4 h	-
On-site recovery time for HW faults	-	-	NBD	-	4h	NBD	-	-	4h
HDD Retention	□	□	□	□	□	□	□	□	□

Legend: ■ Included  
 □ Optional  
 - Not available

**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 remote access.  
 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 Support Gateway  
 Fujitsu Software AIS Connect is ISO 27.001 certified as it offers a high degree of security,  
 There is no need for changes in the firewall rules
- System Health Check  
 For analysis and generation of the System Health Check, it is inevitable that the central Fujitsu Support Center receives the system log files from the customer systems.