

Technical Appendix

Proactive Support for selected Fsas Technologies Hardware

Appendix to the data sheets “Support Pack” / “ServiceContract”

Introduction

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

- PRIMERGY single systems
- ETERNUS DX single systems
- For PRIMERGY Blade Server Systems additionally, the Software AIS Connect Support Gateway is necessary.

With the Proactive Support option, Fsas Technologies 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 Service

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 web portal of Fsas Technologies:

<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
System Health Check incl. Patch Info.	-	-	-	-	-	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	-	-	4h	4h	-
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:
in current software versions according to the "Lifecycle Policy" of the software manufacturer. The software corrections can be requested via the Fsas Technologies Service Desk.

- **Remote access**

Proactive Support in the context of Support Pack Hardware is based on the assumption that the Fsas Technologies 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 Software AIS Connect Support Gateway**

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 Fsas Technologies Support Center receives the system log files from the customer systems.

Contact

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