

Technical Appendix

Fujitsu Infrastructure Support

PRIMEFLEX for SAP Landscapes

Appendix to the data sheets "Fujitsu Infrastructure Support SolutionPack" and "Fujitsu Infrastructure Support SolutionContract"

INTRODUCTION

This Technical Appendix supplements the data sheets

- Fujitsu Infrastructure Support SolutionPack
- Fujitsu Infrastructure Support SolutionContract

and is valid for:

- Fujitsu Integrated System PRIMEFLEX for SAP Landscapes powered by the FlexFrame Orchestrator software.

The released hardware and software products as well as the product specific supplements to establish this Fujitsu Integrated System are described in Fujitsu product documentation; the latest available product documentation (Datasheet Fujitsu FlexFrame Orchestrator V1.x, Configuration Guide FFO V1.x) applies.

To obtain the full Fujitsu Infrastructure Support, it is necessary to cover the respective support services for all released Hardware and Software products either as SolutionPack with associated Support Packs or as SolutionContract or as Service Contract.

Note:

It is prerequisite for the Fujitsu Infrastructure Support that the Fujitsu Integrated System PRIMEFLEX for SAP Landscapes is configured according to the Fujitsu configuration guide of the respective delivery type, which ensures the SAP certification for that installation.

SCOPE OF SERVICE

The service authorized for the Fujitsu Integrated System PRIMEFLEX for SAP Landscapes is identified by a single serial number - the respective Solution Identifier - established by of the following order codes:

- FTS:FFO-ID-001 FFO Solution Identifier

The Fujitsu Integrated System PRIMEFLEX for SAP Landscapes consists of core components and supplemental components.

Core components

Depending on the PRIMEFLEX for SAP Landscapes delivery type, the core components are:

Control Node (CN) PRIMERGY installations consisting of:

- (1) FlexFrame Management Software:
 - a. FFO Entry run time license
 - b. FFO Base runtime license
- (2) Operating system:
 - a. SUSE Linux Enterprise Server
 - b. SUSE HA extension
- (3) Virtual control node:
 - SUSE serv+virtual license
- (4) Server hardware:
 - PRIMERGY RX2540

Application Node (AN RACK) installations consisting of:

- (1) FlexFrame Management Software:
 - a. FFO Extension runtime license
 - b. FFO Option Accounting
 - c. FFO Option RBAC
 - d. FFO Option SAN
- (2) Operating system:
 - a. SUSE Linux Enterprise Server for SAP
 - b. SUSE Linux Enterprise Server
- (3) Virtual server
 - a. FFO Option VMware ESX license
 - b. VMware vSphere ESXi (STD / ENT / ENT Plus)
 - c. FFO Option Linux KVM license
 - d. SUSE KVM
- (4) Server hardware:
 - a. PRIMERGY RX2540
 - b. PRIMERGY RX4770
 - c. PRIMEQUEST 2800B2
- (5) Certified HANA configurations

Application Node (AN Blade) installations consisting of:

- (1) FlexFrame Management Software:
 - a. FFO Extension runtime license
 - b. FFO Option Accounting
 - c. FFO Option RBAC
 - d. FFO Option SAN
- (2) Operating system:
 - a. SUSE Linux Enterprise for SAP
 - b. SUSE Linux Enterprise
- (3) Virtual server:
 - a. FFO Option VMware ESX license
 - b. VMware vSphere ESXi (STD / ENT / ENT Plus)
 - c. FFO Option Linux KVM license
 - d. SUSE KVM
- (4) Server hardware:
 - a. PRIMERGY BX900 S2
 - b. PRIMERGY BX2560
 - c. PRIMERGY BX2580

Supplemental components

The listed supplemental components may be part of the respective delivery type of the pre-defined and pre-integrated infrastructure. These are typically hardware or software products used to connect core components of the Fujitsu Integrated System to the different operating, networking and/or archiving systems. They come with various options to meet customer requirements and to offer great flexibility in terms of product options and related support options.

- Network subsystem:
 - Cisco IP switches
 - Catalyst 3750 Series
 - Nexus 5500 series
 - Brocade IP switches
 - ICX6430 / ICX6450
 - VDX6740
- Storage subsystems:
 - SAN: Eternus DX200 with Brocade FC switches
 - NAS: NetApp FAS

Fujitsu Infrastructure Support scope of service

Fujitsu assumes responsibility for problem elimination in the HW and SW products of the Fujitsu Integrated System as well as for configuration problems. For the **core components** of the Fujitsu Integrated System, as described above, Fujitsu Infrastructure Support applies as defined in the respective data sheet.

Furthermore for **supplemental components** at the released interfaces to the core components, Incident management as well as preclarification and problem management, if applicable, will be provided. As a prerequisite the released and / or certified supplemental components have to be covered with a suitable and separate service contract.

Fujitsu will forward related incidents to the respective service provider only if the necessary data from third party contracts have been made known to Fujitsu.

If required for troubleshooting purposes, Fujitsu will contact the respective service provider for supplemental components, in order to forward the fault details and monitor progress, provided there is a valid service contract for these components and the contractual data is available at Fujitsu support.

Availability of support for these supplemental components depends on customer and/or country.

EXCLUSIONS

The exclusions apply as stated in the data sheets:

- Fujitsu Infrastructure Support SolutionPack
- Fujitsu Infrastructure Support SolutionContract

Note:

SAP software and applications as well as Support for SAP Software are not covered by the Fujitsu Infrastructure Support, but may and must be additionally and separately procured directly from SAP. Complete systems should be installed in the Fujitsu PRIMECENTER® racks.

LIFECYCLE POLICY

The lifecycle policy and support matrix of Fujitsu for Fujitsu Integrated System PRIMEFLEX for SAP Landscapes platform applies. The right to obtain patches, updates and upgrades is included only according to this lifecycle policy. Information about the lifecycle policy can be found in the Internet.

The customer is responsible for keeping the contracted products in-line with the lifecycle policy of Fujitsu.

SERVICE OFFERINGS

The following service configuration options are available as

Supported infrastructure support stack		SolutionPack	Support Pack Software	Support Pack Hardware	SolutionContract	ServiceContract
Core components						
Solution Identifier	FFO Solution identifier	■			■	
Technical Solution Support	FFO Entry runtime license					
	FFO Base runtime license					
	FFO extension runtime license					
	FFO option Accounting	■			■	
	FFO option RBAC					
	FFO option SAN					
	FFO option Linux KVM					
	FFO option VMWare ESXi					
Operating System	SuSE Linux Enterprise for SAP		■		■	
	SuSE Linux Enterprise		■		■	
Virtual Machine	VMware vSphere ESXi		■		■	
	SUSE Linux KVM		■		■	
Server	PRIMERGY RX2540			■	■	
	PRIMERGY RX4770			■	■	
	PRIMEQUEST 2800B			■	■	
	PRIMERGY BX2560			■	■	
	PRIMERGY BX2580			■	■	
Supplemental components						
Network subsystem	Cisco IP switches					
	Catalyst 3750 series			□		□
	Nexus 5500 series					
Storage subsystem	Brocade			□		□
	ICX and/or VDX switches					
Storage subsystem				□		□
	SAN storage			□		□
	NetApp FAS systems					□

Service configuration option	SolutionPack	Support Pack Software	Support Pack Hardware	Solution Contract	Service Contract
Solution Identifier	■			■	
Incident management and SPOC	■			■	
Technical Solution Support	■			■	
Software Support					
■ Technical Support		■ / □		■	□
■ Software Maintenance		■ / □		■	□
Hardware Support					
■ Technical Support			■ / □	■	□
■ AutoCall-messaging			■ / □	■	□
■ Hard Disk Retention			◆	◆	□
Proactive Services					
■ TAM	◆			◆	
■ SHC	◆			◆	
■ PIM	◆			◆	

Legend :

- included in Fujitsu Infrastructure Support for core components
- ◆ included in Fujitsu Infrastructure Support as optional component, when configured
- included in Fujitsu Infrastructure Support are SPOC and TSS, need to be reinsured by customer contract
- separately ordered support, needed to cover supplemental components

ORDERING INFORMATION

All units and options with individually sold services must be ordered with the same service level as the product or enclosure that they are installed in, if that service level is available on those units. Local availability: the Customer may order support from Fujitsu's current support offerings. Some offerings, features and coverage (and related products) may not be available in all countries. To obtain further information or to order more services for Fujitsu Integrated System, contact a local Fujitsu sales representative or authorized Fujitsu reseller and reference the following product:

- Fujitsu Infrastructure Support SolutionPack
- Fujitsu Infrastructure Support SolutionContract

valid for:

- Fujitsu Integrated System PRIMEFLEX for SAP Landscapes

Fujitsu Infrastructure Support is not designed to be sold for software-only or hardware-only configurations due to the integrated nature of the service deliverables. Thus, the Fujitsu Infrastructure Support may only be procured at the aligned overall supported infrastructure support stack and covers the respective services as indicated in the table above. Service offerings for all products integrated in the infrastructure have to be ordered with the aligned service levels as indicated in the table in the datasheet, subject to availability of that service level for the products involved.

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