

# Technical Appendix

## ManageNow®

Appendix to the data sheet "ServiceContract Software"

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### INTRODUCTION

The Technical Appendix supplements the datasheet ServiceContract Software and is valid for the following software product:

- ManageNow®

ServiceContract Software Classic is available for ManageNow® with service time 9x5.

### SCOPE OF SERVICE

The services described in the ServiceContract Software datasheet are valid.

The following special features apply for ManageNow® running on heterogeneous server environments.

A service contract for the basic Enterprise IT Management standard software products is not included and must be ordered separately from Fujitsu.

### LIFECYCLE POLICY

Support for a current version of the software product will be offered at least for a period of 18 months after the general availability of the next new version of the software product.

### SOFTWARE CORRECTIONS

A software correction might be a single patch or group of patches and may include minor functional enhancements.

The software correction service includes:

- Provision of the latest software correction version of the applicable ManageNow® release
- Delivery of the latest patch for the ManageNow® version in use, on request

### NEW SOFTWARE VERSIONS

A software upgrade constitutes the enhancement in performance of two consecutive versions of a software product; e.g. from ManageNow® V11.2B30 to ManageNow® V1120B40. On request ManageNow® upgrades will be provided, if they are released for the applicable hardware platform. The upgrade includes the new software release as well as the right to use it.



# More information

## Fujitsu platform solutions

In addition to Fujitsu Support Services, Fujitsu provides a range of platform solutions. They combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships.

### Dynamic Infrastructures

With the Fujitsu Dynamic Infrastructures approach, Fujitsu offers a full portfolio of IT products, solutions and services, ranging from clients to datacenter solutions, Managed Infrastructure and Infrastructure as a-Service. How much you benefit from Fujitsu technologies and services depends on the level of cooperation you choose. This takes IT flexibility and efficiency to the next level.

### Computing products

[www.fujitsu.com/global/services/computing/](http://www.fujitsu.com/global/services/computing/)

- PRIMERGY: Industrial standard server
- SPARC Enterprise: UNIX server
- PRIMEQUEST: Mission-critical IA server
- ETERNUS: Storage system

### Software

[www.fujitsu.com/global/services/software/](http://www.fujitsu.com/global/services/software/)

- Interstage: Application infrastructure software
- Systemwalker: System management software

### Services

[www.fujitsu.com/global/services/](http://www.fujitsu.com/global/services/)

- Consulting Services
- Application Services
- Managed Infrastructure Services
- Product Support Services

## More information

Learn more about Fujitsu Maintenance and Support Services, please contact your Fujitsu sales representative, Fujitsu business partner, or visit our website.  
<http://www.fujitsu.com/fts/services/support>

## Fujitsu green policy innovation

Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global know-how, we aim to resolve issues of environmental energy efficiency through IT. Please find further information at:  
[www.fujitsu.com/global/about/environment/](http://www.fujitsu.com/global/about/environment/)



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## Contact

FUJITSU Technology Solutions GmbH  
Address: Mies-van-der-Rohe-Strasse 8, 80807 Munich, Germany  
Phone: +49 1805 372 900\*  
E-mail: [cic@ts.fujitsu.com](mailto:cic@ts.fujitsu.com)  
Website: <http://www.fujitsu.com/fts>  
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\* (each call 14 ct/min.: the prices for calls made from mobile devices are limited to 42 ct/min.)