Maintenance & Support for DDC Infrastructures

SolutionContract

→ **Flexible, efficient, indispensable**

As of a certain size the dynamic development of data center operations is almost the only alternative.

Swiftly adapt your IT to new business processes, provide optimal support for internal customers, reduce costs, charge services on a usage-related basis: a dynamic IT infrastructure brings more flexibility and efficiency into your data center. However, the paramount importance of a data center for successful operations makes it essential to be prepared for all possibilities – particularly for malfunctions that arise as a result of software problems. Contingency plans in the form of proactive and reactive services make the business more secure and thus also more economical.

Make use of advantages, eliminate sources of error

Lower costs, higher productivity: IT decision-takers in medium-sized and larger companies almost always face the challenge of having to provide more with less resources and to create structures that can support corporate objectives more flexibly than before. This is hardly possible with the IT infrastructures that have been developed over the course of years. Solutions, which vitalize data center operations through virtualization, automation, integration and consolidation, bring more flexibility, efficiency and quality in such IT scenarios– and ensure a hardware and software architecture that consistently focuses on end-user services and Service Level Agreements.

→ **Prevention is more economical**

Even if they are so improbable, preventing system failures before they happen makes sense for cost reasons

How do I protect my IT against malfunctions?

Although dynamic data centers are usually able to eliminate system faults in a proactive way themselves, an element–however small–of the probability of system failures still remains, particularly as a result of faulty software.

The consequences that arise from the lack of proactive services, such as System Health Check, Live Monitoring or Patch Management, can be dramatic and lastingly reduce the business success of the company concerned.

Proactive Services	Classic	Superior	Premium
Live Monitoring The service is provided during the selceted service time.	**No**	**Yes**	**Yes**
• **System health check** quarterly or half-yearly • **Patch management**	**No** **No**	**half-yearly** **According to availability**	**quarterly** **According to availability**
Reactive Services	**Classic**	**Superior**	**Premium**
Service time	**5 x 9**	**7 x 24**	**7 x 24**
Response time	**4 hours**	**30 minutes**	**30 minutes**
On-site response time for hardware faults NDB = Next Business Day	**NBD**	**NBD for uncritical** **hardware components**	**--**
Recovery time for hardware faults	**--**	**6 hours for critical** **hardware components**	**6 hours**

Services

A powerful IT infrastructure and its coordinated IT processes are critical to the stability and reliability of your business processes. As an experienced IT service partner we offer you professional support from the outset and ensure maximum service quality.

Your dynamic data center profits with SolutionContract through:

☐ service from a single source
☐ integrated maintenance & support service for the entire DDC IT infrastructure
☐ tailor-made proactive services
☐ reactive services adapted to your requirement profile with defined response / on-site response and recovery times
☐ complete compliance with defined service levels for the whole of your IT infrastructure consisting of hardware and software components

→ **Clearing the way**

Use our tailor-made SolutionContract to remove any crucial stumbling blocks on the way to an IT infrastructure that fosters productivity.

No alternative: tailor-made services

IT managers responsible for dynamic data center operations need an experienced service partner, who is able to view and precisely analyze their IT infrastructures as a whole. A partner, who offers requirement-oriented proactive services, which identify critical system conditions early and specifically initiate preventive measures. As well as a partner, whose portfolio also includes reactive services, which eliminate errors according to the agreed service level.

With an eye for the whole

Fujitsu Siemens Computers is this partner. Our Solution-Contract provides you with comprehensive security and availability tailored to your requirements at favorable, clearly defined conditions. The task of System Health Check is to indicate the existing or possible risks of a functional limitation and to propose suitable preventive measures. Live Monitoring, which has been tried and tested in many cases, helps monitor system resources, automatically detect system errors and if necessary, trigger a service call. Patch Management, a further proactive service, autonomously provides information about current corrections of the software components in use and makes these corrections available if required.

Our reactive services include 24-hour telephone standby service, precise problem analysis and complete error elimination. We also ensure that all the agreed service levels are met. What makes our service so valuable and effective is our holistic approach to the respective IT structure. Our SolutionContract can thus do justice to the specific requirements of your IT in such an ideal way because we take care of the hardware and software components of the Dynamic Data Center infrastructure in its entirety. Our service management includes any existing components from third-party providers, for example storage.

As a result of the consistent inclusion of the software in the analysis and the control of your IT structure we are in a position to offer a contract tailor-made to your situation. In more specific terms, this means we take on call acceptance, diagnostics, forwarding and the monitoring of the fault elimination.

Flexibility and availability–at any time

With the solutions of SolutionContract especially tailored to your requirements you ensure flexibility, security and reliability in your dynamic data center of the uppermost level. With Fujitsu Siemens Computers your IT infrastructure is protected against system faults of all types. Regardless of when and where you need help–we are available to you.

Fujitsu Siemens Computers–Security for your business is our mandate.