Data Sheet

SolutionContract

**Hardware and Software Maintenance & Support
for Dynamic Data Center infrastructures**

Brief description

With SolutionContract the contractor offers proactive and reactive services for "Dynamic Data Center" (DDC) infrastructures from Fujitsu Siemens Computers.

In this regard, the DDC infrastructure is considered in its entirety.

The focus is placed on proactive services, where critical system conditions are detected at an early stage and preventive measures to avoid functional restrictions are specifically initiated.

Depending on the agreed service level, reactive services are used to eliminate errors.

The use of remote support methods for proactive as well as reactive services is an important method in efficient service delivery and a basic part of SolutionContracts (see "Prerequisites").

This SolutionContract data sheet describes the general contents of the contractual services, which are detailed in the product-specific Technical Appendices as required.

If faults in components from other manufacturers, which are required to operate the DDC infrastructures, are detected by the contractor, the contractor will forward such faults to the respective third party named by the customer, particularly to the manufacturer of external components. The contractor monitors the fault elimination at the third-party's and after the troubleshooting has been carried out checks the functionality of the DDC infrastructure.

Proactive services

Depending on the selected service level Classic, Superior or Premium (see overview), proactive services include the following services:

- System Health Check –
  Its aim is to record existing or possible risks of a functional restriction and propose suitable preventive measures.
  The System Health Check includes:
  - check current status of hardware and firmware versions
  - check current status of the basic operating system software
  - check system resources, e.g. file system assignment
  - evaluate log files at defined intervals
  - create a test result report together with the proposed measures

- Live Monitoring
  - Detect system errors automatically
  - Monitor system resources
  - If necessary, create an autocall

- Patch Management
  Patch Management provides information on a proactive basis about new corrections for the software components used by the customer and makes them available as required.

These services are only offered for selected products in line with the respective Technical Appendix.

Reactive services

Depending on the selected service level Classic, Superior or Premium (see overview), reactive services contain the following services:

Call acceptance

Telephone call acceptance is 24 hours a day including Sundays and public holidays. Calls can also be sent via fax, e-mail or the Internet. When placing the call it is necessary to specify the serial and ID number of the affected device or the ID for the respective DDC infrastructure.

Call acceptance	Can be reached via
Telephone	+49 (0) 1805 4040*
Fax	+49 (0) 1805 336779*
E-mail	contract-sd@fujitsu-siemens.com
Internet	https://serviceportal.fujitsu-siemens.com/esm/its.do

*Telephone numbers are chargeable subject to the telephone network of the caller

Problem analysis and error elimination

If required, a specialist directly liaises with the customer in order to provide the user with telephone support or, in a problem situation, to carry out initial diagnostics and, if required, eliminate the fault on a remote basis.

As a result of analyzing the technical problem, the error is eliminated via one or more of the following actions:

- Error elimination for hardware faults on-site
- Provide software corrections for DDC infrastructure components covered by contracts in line with the respective Technical Appendices
- Provide remote support for the user for system configuration changes

As part of problem analysis the contractor will if necessary reproduce the fault situation and coordinate the cooperation with third parties.

After the troubleshooting has been completed, the functionality of all system components required for operating the DDC infrastructure is proven in line with the respective Technical Appendix.

Service levels

The service time defines the period within which the service is provided via remote access or on-site.

The reaction, on-site arrival and recovery times begin within the agreed service time after call acceptance and stop outside the agreed service time. The above mentioned reaction, on-site arrival and recovery times depend on the selected service level as well as the severity of the fault (hereinafter referred to as impact level). The impact level of the fault is defined by the customer during call acceptance, if required, together with the contractor.

Impact level 1	Standstill or total failure of the DDC infrastructure or a critical component (major impairment of the customer's business processes); no bypass possible.
Impact level 2	A problem considerably affects the performance of the DDC infrastructure. A bypass is not possible with reasonable expenditure.
Impact level 3	Problems with slight impairment of the functionality or performance of the DDC infrastructure; a bypass is possible or already implemented. A delayed error elimination is acceptable.

- **Remote Response time**

  The remote response time refers to the time within which a specialist usually starts solving the problem on a remote basis.

- **On-site response time for hardware faults**

  The on-site response time refers to the time in which a service engineer usually is on-site with a spare part within the agreed service time.

  Troubleshooting lasts until the DDC infrastructure runs again or until suitable progress has been made in solving the problem. Work can be stopped for a time if additional parts or resources are required, but is restarted as soon as they are available.

- **Recovery time for hardware faults**

  The recovery time is the time in which a service engineer usually recovers within the agreed service time the operational readiness of the hardware that was diagnosed as a hardware fault.

Software maintenance

Provision of correction versions

The SolutionContract covers, as required, the provision of correction versions and patches as provided by the licensor / manufacturer in line with the respective Technical Appendix.

If necessary, the customer is given telephone support for the installation or initial operation of correction versions.

The installation is handled by the customer. Patches are installed on a remote basis at the customer's request (see Technical Appendix).

Provision of software versions with new functions

The provision of software versions with new functions in the current version depends on the product, and is offered for the software products defined in the Technical Appendix. They are in the original form as provided by the licensor / manufacturer and as required (see Technical Appendix).

Technical Account Manager

To provide sustained service quality support the contractor names a personal contact person (TAM), who supports the customer in all service-relevant topics for the contracted DDC infrastructures.
The tasks of the TAM include:

- Support in solving exceptionally complex hardware & software problems as part of the agreed escalation process. The TAM coordinates the problem escalation and calls on the appropriate specialists from Fujitsu Siemens Computers or other selected manufacturers for hardware & software to solve the problem.

- Coordination of regular reviews with the customer about the following topics: service and product quality, improvement potential and contract supplements.

- Updating of the documentation for the installed customer configuration together with the customer during the reviews.

Optional services

The following services can be provided for a separate charge:

- Change management
- Performance analyses
- Configuration changes
- Installation of software corrections and/or new software versions

Prerequisites

The following prerequisites apply for the service contract. Should one or more of the prerequisites not be met, the services described can, if necessary, only be provided in a restricted manner or even not at all.

- **Ready-to-Service certification**

  When the contract starts, there must be a Ready-to-Service certification by the contractor. This includes

  - Check the system documentation created as part of the installation
  - Check the technical status of the customer system
  - Check the hardware/ software release versions
  - Check the hardware, software components in use
  - Configure and test the remote access
  - Agree an escalation process, including contact person, which is initiated for complex error situations

The customer supports the contractor as required, in particular in recording the required system configuration data.

- **Remote access**

  The SolutionContract services assume there is permanent remote access for the contractor.

  If the customer rejects setting up remote access or it cannot be configured for other reasons, the proactive services described can only be provided in a restricted manner and the contractual service levels cannot always be met.

- **System changes**

  The SolutionContract services can only be provided when the customer notifies the contractor, if applicable the TAM, immediately in writing of all the DDC infrastructure modifications (e.g. configuration changes) and when they are included in the existing contract.
  In case of an extension, the same service level must be contracted as the one in the existing contract.

Remarks

The minimum contract period for the SolutionContracts is 36 months, beginning with the contractually defined time.

The contractor defines at his own discretion whether the service is provided using remote support methods, on-site deployment, in another manner or as a combination of the various service types.

The time for installing the operating system and the application software or the system disk backup does not count as hardware recovery time.
The regular data backup is the customer's responsibility. If the hard disks are faulty, installing the application software or carrying out the system disk backup is not part of SolutionContracts.

The contractual services apply for all hardware and software components in the contracted DDC infrastructure (see Technical Appendix).

Before signing the SolutionContract, an implementation check for the defined hardware recovery times is carried out by Fujitsu Siemens Computers. If required, this check includes making proposals for changes to the contractor's environment, unless all prerequisites for adhering to the recovery times are met. These proposals for the customer are made in writing.

The product, delivery and service features described above include a final list of the features of the subject of the contract and do not represent a quality guarantee in the eyes of the law.

These terms are in addition to the existing terms and conditions of Fujitsu Siemens Computers.

Overview of the services for Dynamic Data Center infrastructures

Proactive Services	Classic	Superior	Premium
Live Monitoring	No	Yes	Yes
• **System Health Check** every 3 or 6 months • **Patch Management** The services are provided during local standard service time.	No No	Every 6 months According to availability	Every 3 months According to availability

Reactive Services	Classic	Superior	Premium
Service time 5x9 denotes local standard service time	5x9	7x24	7x24
Remote response time**	4 hours	30 minutes	30 minutes
On-site response time for hardware faults ** *NDB = Next Business Day*	NBD	NBD for non-critical hardware components*	--
Recovery time for hardware faults **	--	6 hours for critical hardware components*	6 hours
Software maintenance • Provide Software correction versions for error elimination • Provide software versions with new functions	Yes See TA	Yes See TA	Yes See TA

Technical Account Manager (TAM)	Classic	Superior	Premium
The TAM is available for the described tasks during local standard service time..	No	Yes	Yes

*) For the definition of critical / non-critical hardware components, see Technical Appendix
**) The times refer to impact level 1 faults; they change for lower levels according to the table below.

Service levels depending on the impact of a problem report

	Classic		Superior			Premium	
	Remote response	On-site response	Remote response	On-site response	Recovery	Remote response	Recovery
Impact Level 1	4 h	NBD	0,5 h	NBD	6 h	0,5 h	6 h
Impact Level 2	NBD	To be agreed	2 h	To be agreed	24 h	2 h	24 h
Impact Level 3	To be agreed	To be agreed	4 h	To be agreed	To be agreed	4 h	To be agreed