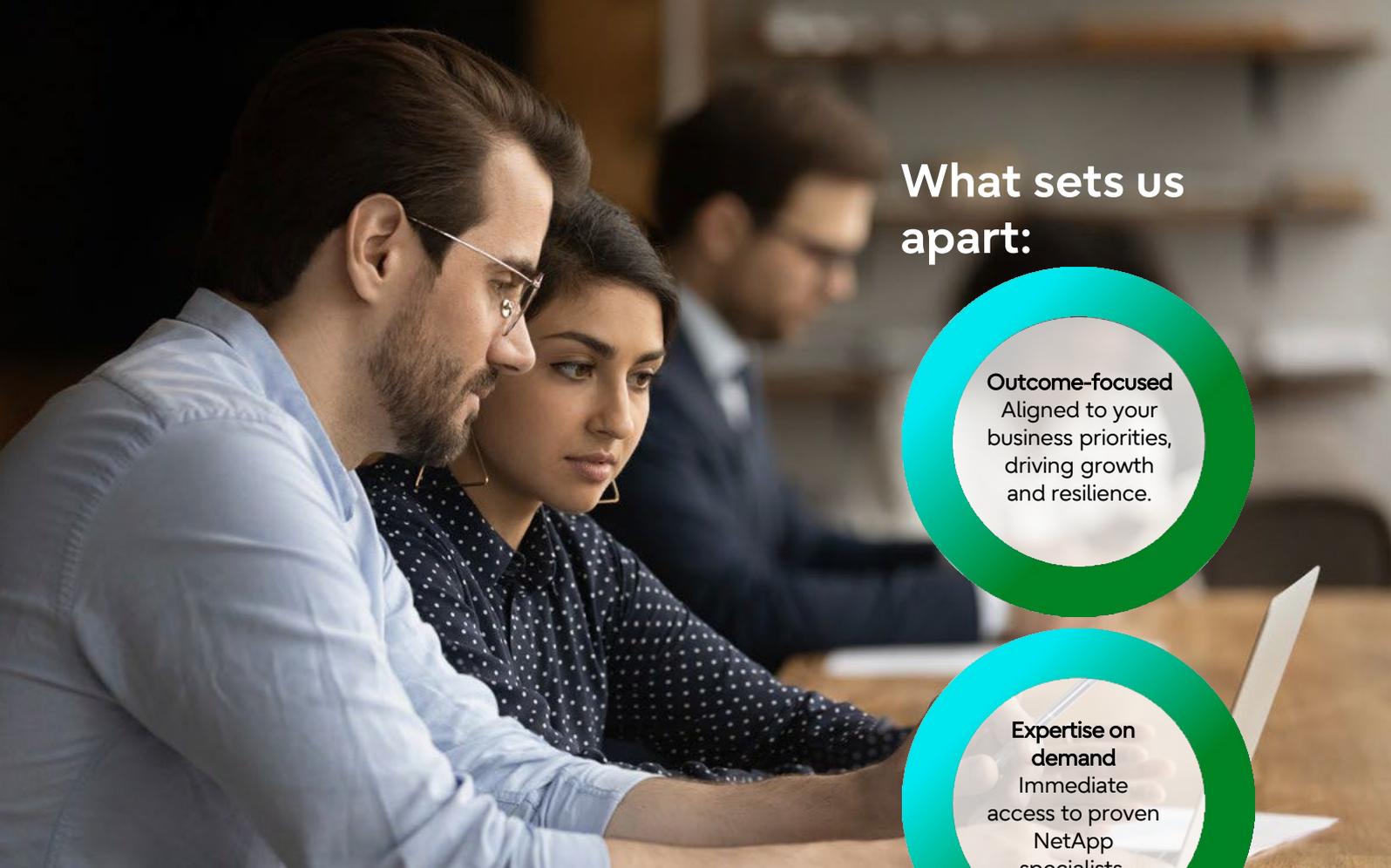


FUJITSU | NetApp

Fujitsu Services for NetApp Solutions

Together Fujitsu and
NetApp have set new
standards for optimising
IT infrastructure.





What sets us apart:

Outcome-focused
Aligned to your business priorities, driving growth and resilience.

Expertise on demand
Immediate access to proven NetApp specialists.

Proactive protection
Anticipating issues to safeguard uptime and trust.

Enduring value
Evolving services to maximise your NetApp investment.

Why Choose Fujitsu for NetApp Services?

At Fujitsu, we put people at the heart of technology. As one of the world's leading ICT service providers, we deliver trusted expertise and dedicated support to keep your NetApp environment secure, available, and performing at its best.

Our proactive approach helps prevent issues before they impact your business, giving you confidence, continuity, and peace of mind. With experienced specialists always on hand and a partnership-driven mindset, Fujitsu ensures you get the most value from your NetApp investment - today and into the future.



Get more from NetApp infrastructure

As a trusted services partner, Fujitsu brings together a team of NetApp Certified Support Professionals who deliver best-practice expertise to protect and maximise the return on your technology investments.

Our approach goes beyond technical support, and we focus on enabling business continuity, resilience, and long-term value for your organisation. We offer flexible service packages aligned to your objectives and budget. Our Standard and Standard Plus tiers already exceed NetApp's SupportEdge Basic and Premium offerings, ensuring greater reliability and peace of mind.

For mission-critical environments, Fujitsu's exclusive Premium service tier provides advanced 24/7 monitoring, proactive maintenance, and rapid response to keep your high-availability systems operating at peak performance.

With Fujitsu, you gain more than a service provider. You gain a trusted partner committed to safeguarding uptime, reducing risk, and providing tailored service packages that align with your objectives and support your business growth.

We offer tailored packages that suits your business objectives and budget

Remote System
Monitoring



Provides business hours support for systems with lower requirements.

Onsite
troubleshooting



Provides 24x7 support for systems with critical requirements.

Field support



Ideal for high availability, mission-critical infrastructure.

Installation services

Fujitsu offers four levels of installation services: Basic, Standard, and Complex, all of which are fixed-price. Bespoke is available for complete end-to-end installation, including data migration.

Basic



- Half-day workshop/planning session - either a physical or virtual session to complete the system implementation worksheet and to collate all information required to complete the installation
- Site survey to ensure a suitable location has been identified for the installation
- Physical unboxing and checking of equipment
- Racking into appropriate cabinet and performing power on testing to ensure equipment is fully functional
- Base cluster setup and testing, perform all base configuration required to allow data services to be deployed

Standard



- **Everything included in the Basic setup**
- Protocol setup and testing – setup of data access protocols (CIFS/ NFS/iSCSI) and basic functionality testing of data access
- Provisioning a limited number of volumes - provision of data volumes to be presented to clients
- Basic handover training - as a part of installation, guidance and training around administration and configuration will be provided
- As-built documentation - full documentation of cluster configuration at handover

Complex



- **Everything included in the Standard setup**
- Assistance with application integration, SQL, VMware etc. providing storage and application snapshot integration assistance where appropriate
- Configuration of replication if required, creation of cluster peering to a suitable cluster for DR replication or vault backup. Discussions around various replication technologies that are available and their use cases

Bespoke



- If required, a custom full end-to-end installation, configuration and migration service is also available

Other services

- Site survey to ensure a suitable location has been identified for the installation
- Physical unboxing and checking of shelf
- Racking into appropriate cabinet and performing power on testing to ensure equipment is fully functional
- Connecting to existing NetApp cluster to confirm configuration
- Handover to customer, updating any existing as-built documentation to reflect the new shelf.



Fujitsu
Basic Support



Fujitsu
Standard Support



Fujitsu
Premium Support

A dependable foundation for organisations that need essential maintenance and peace of mind.

- Access to 24 x 7 coverage with 2-hour response time
- Onsite NBD parts.
- Bi-annual health check to keep systems running smoothly
- Installation of remedial software updates.
- Root cause analysis for critical issues

Enhanced coverage for organisations that require faster response and proactive care.

- 24x7 support with rapid 15-minute response
- Priority 4-hour parts replacement
- Quarterly health checks for proactive risk prevention
- Direct access to experts plus root cause analysis for critical issues
- Up to 2 days of Professional Services consulting and advice each year for system optimisation

Our most comprehensive service level designed for mission-critical environments that demand the fastest response and proactive excellence.

- Always-on 24x7 coverage with rapid 15-minute response, providing peace of mind
- Rapid 2-hours parts replacement
- Bi-monthly health checks for maximum system reliability
- Direct access to experts plus root cause analysis for critical issues
- Up to 4 days of Professional Services consulting and advice each year for system optimisation



HCAS

Full assessment of your hybrid cloud environment:

- Data visibility
- Evaluation of security, compliance and governance requirements
- Identifying anomalies to reduce possible gaps
- Data governance and risk
- Optimising your Hybrid Cloud Strategy
- Find the best place for your data
- Efficient and effective ways to profit from your IT infrastructure – be it on-premise or in the cloud
- Sustainability and savings.



Preventative maintenance

- Day-to-day maintenance, assistance with backfill for staff unavailability to perform day-to-day management as required
- Remedial work, everything from assessment, work planning and execution to bring your systems to their full potential
- Compliance and auditing, data security, and access audits and storage forensic analysis
- On-site hands-on training.

Our Service Matrix

All Fujitsu services for NetApp are delivered through tailored contracts, designed to provide the right level of support for your business. This approach ensures predictable costs, maximises operational efficiency, and gives you access to expert guidance when you need it while helping you get the most value from your investment while minimising risk and downtime.

Service Matrix	Fujitsu Basic Support	Fujitsu Standard Support	Fujitsu Premium Support
Target response objectives 24 x 7	Priority 1: 2 hours Priority 2: 4 hours Priority 3: NBD	Priority 1: 15 min Priority 2: 1 hour Priority 3: 6 hours	Priority 1: 15 min Priority 2: 30 min Priority 3: 4 hours
Onsite parts delivery	NBD	4 hours	2 hours
Onsite parts replacement	✓	✓	✓
Installation of remedial software update	✓	✓	✓
Installation of optional software update	X	X	✓
System health checks	✓	✓	✓
System health checks frequency	Bi-annually	Quarterly	Bi-monthly
Root cause analysis for P1 faults	✓	✓	✓
Consulting days	POA	2 per annum	4 per annum
Service delivery management	✓	✓	✓

Together Fujitsu and NetApp have set new standards for optimising IT infrastructure.



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