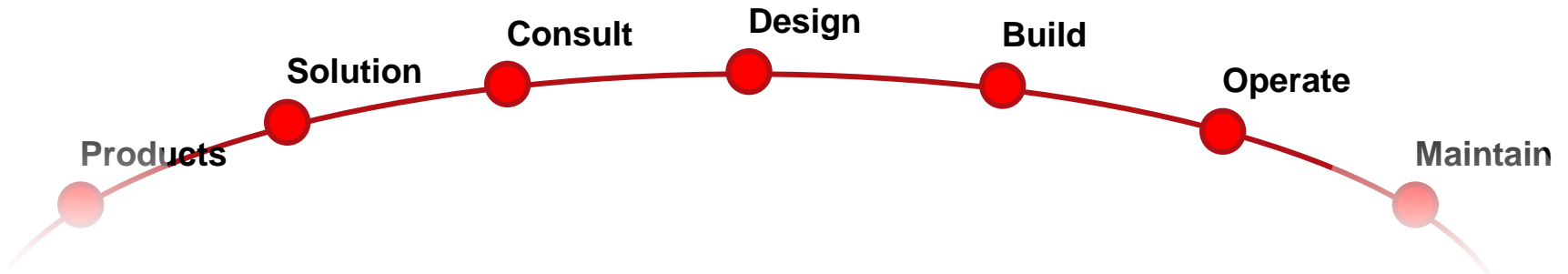




# BS2000 Service Portfolio

## BS2000/OSD consulting- and service offerings

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## Technical Services

### Platforms

- CC Server Integration
- CC BS 2000



### Solutions

- CC SAP



### Storage

- CC Storage Integration



### Project support

Back-level support and know-how transfer

Service Portfolio Development and Service Business Infrastructures

- Highly qualified and comprehensive BS2000 consulting guarantees long-term, confidential and successful BS2000 customer relationships
- Increasing and expanding consultation skills (including extra personnel capacities) strengthens customer support for data centers and BS2000
- BS2000 strategy: Expand the business sector Managed Data Center BS2000 and BS2000 Infrastructure as a Service



## Dynamic Infrastructures

### Managed Infrastructure

#### Managed Data Center BS2000

Remote and local services (system administration, consulting services)  
Financial services (AIP, CoD)

### Infrastructure as a service

#### BS2000 Infrastructure as a Service

Provide BS2000 IT infrastructures and staff via FUJITSU  
(Productive, information and archive systems, disaster recovery)

### Infrastructure Solutions

#### BS2000 solutions

(DB-Offload, SOA Integration, Integration Services, Training, etc. )

### Infrastructure Products & Services

#### BS2000 HW/SW/MW portfolio

(S/SQ Business Server, BS2000/OSD, BS2000/OSD-XC, openSEAS)

#### Maintenance and support services

(remote/local, SLAs, etc.)

## Infrastructure Products & Services

Infrastructure Products & Services from Fujitsu is a complete standardized service portfolio for hardware, software and middleware maintenance, infrastructure rollout services as well as IMACD services.

## Service

- Service 24 hours a day / 365 days a year
- Comprehensive service network – worldwide
- Focus on proactive remote services
- Fast reaction times / on-site arrival times with spare parts
- SW/MW installation and update management
- Defined hardware restore times
- Best-in-class logistics
- Flexible IMACD services at a fixed price
- 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> level support
- ...



The appropriate service and required availability is always on hand for your entire BS2000 HW, SW and MW infrastructure!

## Infrastructure Solutions

Infrastructure Solutions from Fujitsu offers standardized solutions and usage scenarios throughout the value-creation chain covering Consult, Design & Build Services, thus permitting optimal utilization and resource distribution of the BS2000 infrastructure.

## Service

- DB offload
- BS2000 SOA integration in service-oriented infrastructures
- Comprehensive and flexible BS2000 training offer
- Project support and project management
- Operations management concept and operations optimization
- Rollout of new hardware and software solutions
- System and data migration
- Expert services: services from BS2000 development
- HPC – High Performance Connect
- ...



Always the right services, solutions and usage scenarios that ensure that the entire BS2000 infrastructure is used efficiently!

## Infrastructure as a Service

Data centers with BS2000 infrastructure and personnel are available for customer requirements. Fujitsu can thus guarantee complete responsibility for BS2000 operations throughout the entire value-creation chain.

## Service

- Complete, efficient data center operations for production, information and archive systems
  - HW/SW/MW, permanent or temporary
  - Storage
  - Infrastructure
  - Highly qualified personnel
  - Manufacturer support
- Disaster recovery



Efficient data center operations with a Fujitsu infrastructure for our customers according to their requirements and with defined SLAs!

## Managed Infrastructure

Transfer of responsibility for operating the customer's own BS2000 infrastructure. From analysis and planning to installation and operation, including lifecycle management for the entire BS2000 infrastructure.

## Service

Remote and local services (permanent or temporary)

- Operations management
- System administration
- Consulting services

Being established

- Application support (currently with partner only)

Financial services

- All-inclusive package (AIP)
- Capacity on Demand (CoD)



Efficient data center operations of the customer's own BS2000 infrastructure according to their requirements with defined SLAs!



### **Existing skills are becoming more scarce**

- Operative BS2000 know-how is disappearing, lack of BS2000 specialists makes recruiting difficult.
- Covering personnel absence is a problem (holidays, illness, or retirement)
- Standby cover is becoming more difficult

### **Increase in efficiency**

- Optimize administration expenditure
- Single-point-of-contact
- Defined level agreements
- Minimize TCO for BS2000 infrastructure, administration and personnel
- Transparent costs
- IT services aligned with business processes
- Skilled service delivery from a single source

## Service contract with FTS covers:

- BS2000 **system administration** (scope of activities, system components to be supported) and optional services (can be individually configured)
- Develop customized concepts (e.g. backup concept)
- Alignment with system operations with defined interfaces to other customer sectors that provide services

## Defined SLAs

- Support times: Monday to Friday, 6 to 17 hrs
- Standby times: Monday to Friday, 17 to 22 hrs
- On agreement, 7\*24 is possible
- On-site and remote customer support (Augsburg and Munich locations)

## Regular agreement meetings

- Jour fixe at regular intervals with documentation

**The following can be added as an option to standard system administration:**

- System Health Check
- Reporting
- Monitoring
- Automation in the data center
- Implement HW configuration changes
- System upgrades, installation and configuration of additional SW products
- Work preparation and follow-up
- Network administration (VPN, network nodes, cables, SAN, ...)
- BS2000 Optimization Service (performance measurement, analysis and tuning)
- Support for system migration and consolidation
- Project management for server change
- Introduce new storage and backup concepts
- SoD package (Service on-demand)
- Operating

## Managed BS2000 Service Center (MBSC)

## Customer



SLA-Mgmt



Call - Desk



MBSC



MBSC



Service-Consultant

Inquiries / events

Regular project reviews

Status reporting

Remote Service

On-site service



### Centralized approach

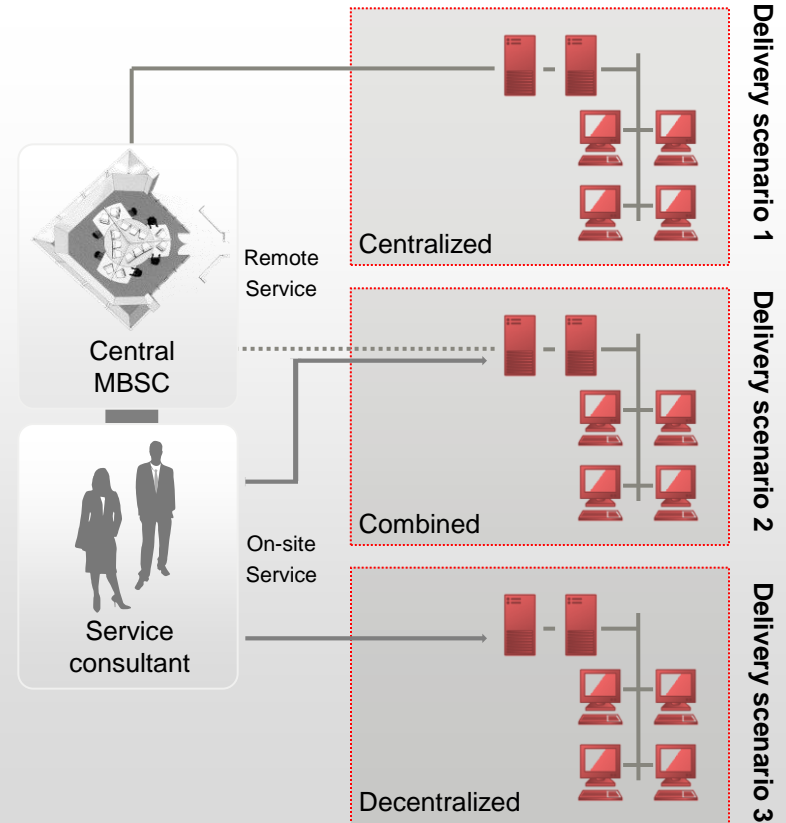
- Complete remote access to all IT infrastructure components
- The complete service portfolio is supplied centrally via remote connection

### Combined approach

- Limited remote access to the IT infrastructure
- On-site service for segregated areas

### Decentralized approach

- No remote access possible
- Central MBSC acts as the process and tool owner
- Service consultant provides on-site service




### Customer's cooperation obligations



- Provide all the information required for the project
- Joint mapping of requirements from the sectors systems operations, service level management and system management aligned with system operations (if necessary as a preparatory project)
- Define project team with defined escalation stages
- Create technical prerequisites for access to the system that is to be supported
- Access to the required premises for the Service Consultant
- Provide a contact person to agree planned actions
- Provide information about offline times (maintenance) and changes in the supported system

Thank you for  
listening!





**FUJITSU**

shaping tomorrow with you