

# ServicePack/Contract Hardware

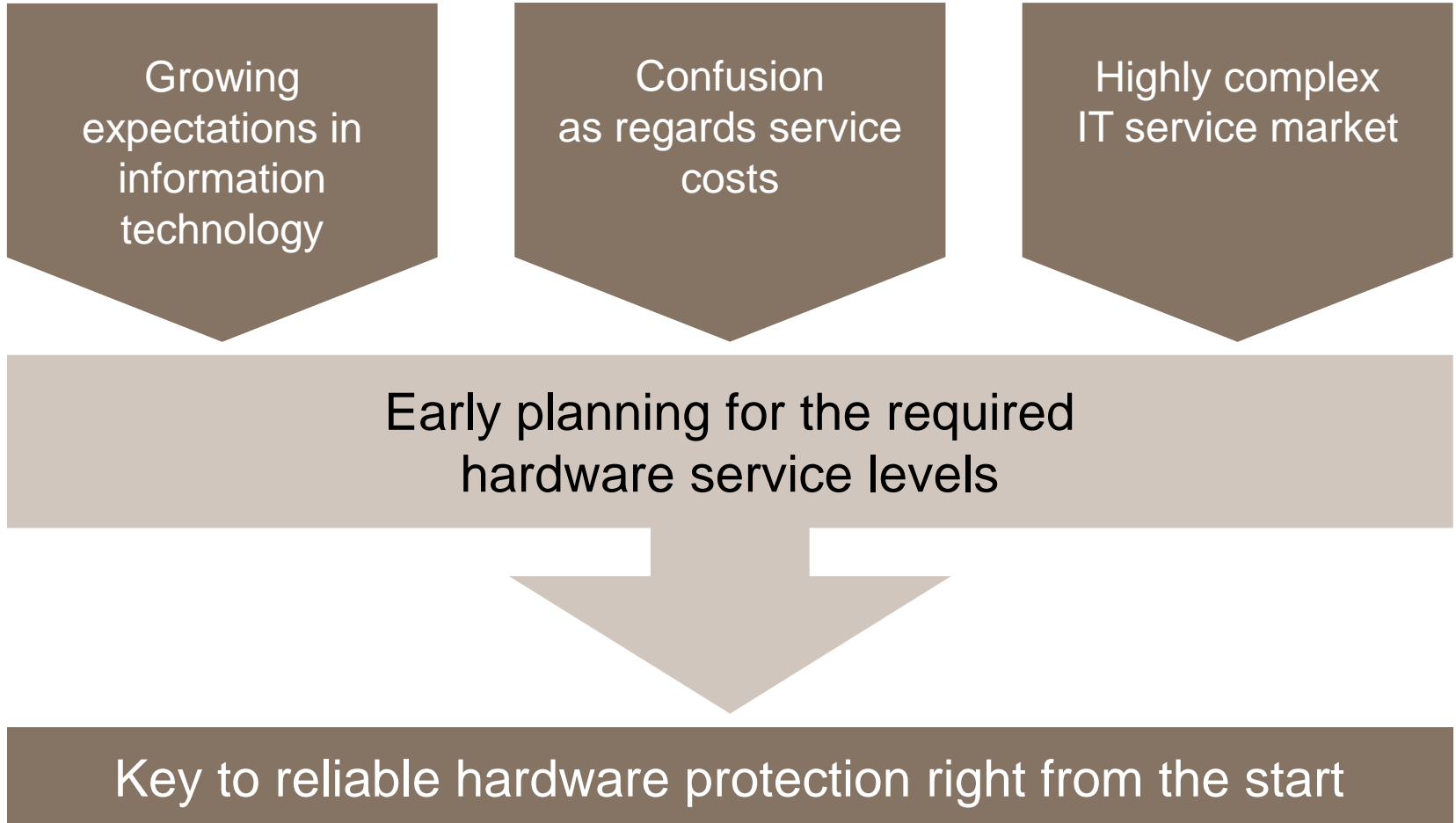
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The right level of hardware availability for  
your company

# Agenda

- Situation
- Solution
- Benefits



# Your service requirements

- Fast and efficient expert service
  - Qualified customer helpdesk
  - Single-source service
  
- Quality
  - Remote and on-site problem service
  - Prompt elimination of hardware faults
  - The right level of hardware service
  - Timely and long-term protection for customer's hardware
  
- International presence
  - Service network
  - Spare parts logistics



## ■ Advantages world-wide

- ServicePack/Contract Hardware for upgrading the level of hardware service during the manufacturer's warranty
- Upfront payment or regular installments give you three years or more of reliable service
- Three carefully scaled service options with different response, recovery and service cover times:  
Offsite – Respond– Recover
- Hardware services from an experienced service partner with multi-platform know-how
- The same service levels at all of your international locations



- As much service as you need
  - Our qualified Customer Call Desk is ready to take your calls around the clock
  - Telephone problem analysis and diagnosis plus initiation of measures to restore hardware
  - Remote or, if necessary, on-site service within fixed times
  - Engineering support to fix hardware faults by either repairing or replacing relevant modules or devices



## ■ Offsite Services specification

### ■ Bring-In Service

- If a remote fix is not possible and a hardware repair is necessary, the customer shall bring the defective device to a qualified service point (service partner or repair center). Bring-In service includes the provision of all spare parts for hardware related incidents as well as the labor costs. The repair will be completed at the repair center. Thereafter, the customer will be informed that the device is ready for collection.

### ■ Send-In & Return Service

- If a remote fix is not possible and a hardware repair is necessary, the customer shall send the defective device to a specified service point (repair center). The transport and insurance costs shall be borne by the customer. Send-In service includes the provision for all spare parts, the labor costs as well as the return postage to the sender.

### ■ Collect & Return Service

- If the malfunction cannot be repaired by the help desk technicians over the phone the customer will be issued with a repair number. This will trigger a pickup by one of our transport providers. The defective unit will be collected from the customers address. After completion of the repair in a Fujitsu Siemens repair-center the product will be returned to the customers premises. Response time will depend on the service level (see later) the customer has purchased.

### ■ Door-to-Door or Desk-to-Desk Service

- If the malfunction cannot be repaired by the help desk, technicians over the phone, the defective product will be replaced by an equivalent. The defective unit will be picked up from the customers address and a new one delivered. The Door to Door – doorstep delivery can be upgraded to a Desk-to-Desk service if desired, meaning the replacement unit is delivered directly to the users desk.

## ■ Respond Services specification

### ■ On-site Service without defined on-site response time

- Call acceptance & entitlement
- Fault analysis and diagnosis
- Fault elimination remotely, on-site if necessary
- In case of hardware component failure the operability of the hardware is recovered by replacing the faulty part
- Service Time and Call Acceptance - 5x9

### ■ On-site Service with defined on-site response time

- additionally to on-site service without defined on-site response time:
- Fault analysis and diagnosis, if applicable, a technical specialist will liaise directly with the customer
- Service Time - 5x9, 5x13, 7x24
- On-site Response Time - Second Business Day, Next Business Day, 4h
- Call Acceptance - 7x24



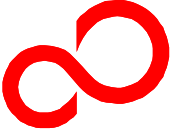
- Recover Services specification
  - Call acceptance & entitlement
  - Fault analysis and diagnosis, if applicable, a technical specialist will liaise directly with the customer
  - Fault elimination remotely, on-site if necessary
  - In case of hardware component failure the operability of the hardware is recovered by replacing the faulty part
  - Before signing the contract a feasibility check on the customer's environment will be made to ensure that the defined hardware recovery time can be met
  - Service Time - 5x9, 5x13, 7x24
  - On-site Response Time - Next Business Day, 8h, 6h, 4h
  - Call Acceptance - 7x24

# Benefits for your company

- The right level of availability for your hardware
- Smooth, trouble-free operation
- Simplified global purchasing processes
- Internationally consistent service levels – ideal for companies operating worldwide
- Simple service planning
- Financial flexibility: upfront or regular payments
- No hidden costs: price includes service, spare parts and travel time
- Freedom for your in-house IT specialists to concentrate on core activities
- Optimum, cost-effective availability of hardware
- Reliable service independent of manufacturer and system

- The ServicePack/Contract Hardware from Fujitsu offers you the level of support your company really needs.
- Together with you we ensure that your investments in IT infrastructure really pay off.





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