

Single Source Multi-Vendor Hardware Support

Fujitsu Multi-Vendor Enterprise Service

Today's ICT environments comprise hardware and software from a variety of vendors, each with different support and maintenance requirements – and each with their own set of contracts, service levels, and delivery personnel to manage.

As organizations struggle to deal with the challenge and cost associated with support for many different types of products, a comprehensive solution that integrates, simplifies, and improves the quality of the maintenance programs has become a priority.

Fujitsu MVES

Fujitsu Multi-Vendor Enterprise Services (MVES) is the solution.

With MVES, Fujitsu simplifies heterogeneous ICT infrastructure management - providing a single point of contact and accountability for your multi-vendor maintenance. It is a comprehensive program built upon experience and knowledge gained from years of working in multi-vendor and mission critical ICT environments.

MVES is hardware break/fix. Fujitsu's service includes:

- Flexibility to manage in-warranty equipment
- Single contact to call for all of your support needs

Surrounding this core service are our standardized service delivery processes. These processes are designed to ensure consistent delivery of service regardless of the platform. In addition, we implement a standardized approach to service level management. Uniform service level management can then be coupled with customized performance reporting – allowing customers to evaluate the performance of comparable models across manufacturers' over time.

BUSINESS and TECHNICAL CHALLENGES to MANAGE VARIETY of VENDORS

- Time and money managing multiple service contracts with mixed results
- Service levels differ
- Quality of the delivered service varies
- No single view of vendors performance
- Lack of standards increases operational costs

THE BENEFITS of FUJITSU MVES

- Simplified heterogeneous Information and Communications Technology (ICT) infrastructure management
- Single point of accountability
- Consistent delivery of service regardless of the platform
- Reduce complexity
- Cost effectiveness

MVES Supported Platforms

Fujitsu supports many OEM products under our MVES program including IBM, HP, and Dell servers, as well as associated peripherals. Fujitsu also supports Cisco, F5, HDS and NetAPP. We work with customers to accommodate the support of other OEM products on a case-by-case basis. A representative list of products we support under MVES is given in the following table:

BRAND	PRODUCTS SUPPORTED
IBM	UNIX (M70-H70-S85-P520-P550-P560-P570-P590-P595-P710-P720-P730-P740-P750-P780) INTEL SERVER(x3250-x3550-x3650-x3850-x3950), BLADE SERVER (BladeCenter H-LS-HS-JS) STORAGE (DS3000-DS4000-DS6000-DS8000-XIV-V3000-V5000-V7000-Nseries)
HP	UNIX SERVER (rx2600-rx2800-rx3600-rx4600-rx6600-rx7600-rx8600-SD) (rp3400-rp4400-rp7400-rp8400-SD) INTEL SERVER(DL3series-DL5series-ML3series-ML5series-DL9series), BLADE SERVER (C3000-C7000-BIseries) STORAGE (MSA-P2000-P4000-P6000-P9500-EVA-3PAR-XP)
Cisco	SWITCH (29series-35/37series-45/49series-65/69series), (Nexus 2/3/5/7/9series) Router (17/18series-26-28series-38series-72/73/74series), Wireless (Aironet series-5500), Firewall (ASAseries-PIXseries), SERVER (UCSseries)
F5	HW (BIG-IP-LTM-1600-3600/3900-6900-8900), Viprion, i2000, i4000, i5000, i7000 SW (LTM, GTM, ASM, LC, WA, APM, FP)
DELL	INTEL SERVER (PowerEdge Rseries-PowerEdge Tseries), BLADE SERVER (Mseries), STORAGE (PowerVaultseries-EqualLogicseries-Compellentseries)
EMC	STORAGE (CX3series-CX4series-VNXseries-DMXseries-VMXseries)
HDS	STORAGE (Thunder 95series-AMSeries-HUSseries-USPseries-VSPseries)
NetApp	STORAGE (FASseries-V3200series-V6200series-Deseries)

Why Fujitsu

Fujitsu supports a variety of OEM products.

- **Cross-trained engineers on multiple OEM products**
Bringing greater technical skills and troubleshooting abilities to solve your hardware problems
- **Service excellence is driven by ISO 9001:2000 certification**
- **Customer-focused, delivering "best-fit" solutions and services**
Customized solution and service designed to meet individual customer requirements
- **Cross-section of industry verticals experience**
Including government, telecommunications, financial services, healthcare, technology

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