Technical Appendix
Fujitsu Infrastructure Support PRIMEFLEX for SAP Landscapes

Appendix to the data sheets "Fujitsu Infrastructure Support SolutionPack" and "Fujitsu Infrastructure Support SolutionContract"

INTRODUCTION

This Technical Appendix supplements the data sheets

- Fujitsu Infrastructure Support SolutionPack
- Fujitsu Infrastructure Support SolutionContract

and is valid for:

- Fujitsu Integrated System PRIMEFLEX for SAP Landscapes powered by the FlexFrame Orchestrator software.

The released hardware and software products as well as the product specific supplements to establish this Fujitsu Integrated System are described in Fujitsu product documentation; the latest available product documentation (Datasheet Fujitsu FlexFrame Orchestrator V1.x, Configuration Guide FFO V1.x) applies.

To obtain the full Fujitsu Infrastructure Support, it is necessary to purchase the respective support services for all released Hardware and Software products either as SolutionPack with associated Support Packs or as SolutionContract or as Service Contract.

Note:

It is prerequisite for the Fujitsu Infrastructure Support that the Fujitsu Integrated System PRIMEFLEX for SAP Landscapes is configured according to the Fujitsu configuration guide of the respective delivery type, which ensures the SAP certification for that installation.

SCOPE OF SERVICE

The service authorized for the Fujitsu Integrated System PRIMEFLEX for SAP Landscapes is identified by a single serial number - the respective Solution Identifier – established by of the following order codes:

- D:PF-SAP-LS-3T-SIDFFO Solution Identifier

The Fujitsu Integrated System PRIMEFLEX for SAP Landscapes consists of core components and supplemental components.

CORE COMPONENTS

Depending on the PRIMEFLEX for SAP Landscapes delivery type, the core components are:

Control Node (CN or vCN) PRIMERGY installations consisting of:

(1) FlexFrame Management Software:
    a. FFO Entry run time license
    b. FFO Base runtime license
(2) Operating system:
    a. SUSE Linux Enterprise Server
    b. SUSE HA extension
(3) Virtual control node:
    SUSE serv+virtual license
(4) Server hardware:
    PRIMERGY RX2540

Application Node installations consisting of:

(1) FlexFrame Management Software:
    a. FFO Extension runtime license
    b. FFO Option Accounting
    c. FFO Option RBAC
    d. FFO Option SAN
(2) Operating system:
    a. SUSE Linux Enterprise Server for SAP
    b. SUSE Linux Enterprise Server
    (3) Virtual server
    a. FFO Option VMware ESX license
    b. VMware vSphere ESXi (STD / ENT / ENT Plus)
    c. FFO Option Linux KVM license
    d. SUSE KVM
    (4) Server hardware:
    a. PRIMERGY RX2530 or RX2540
    b. PRIMERGY RX4770
    c. PRIMERGY CX2560
    d. PRIMEQUEST 3800B2
(5) Supported HANA configurations

SUPPLEMENTAL COMPONENTS

The listed supplemental components may be part of the respective delivery type of the pre-defined and pre-integrated infrastructure. These are typically hardware or software products used to connect core components of the Fujitsu Integrated System to the different operating, networking and/or archiving systems.

They come with diverse options to meet customer requirements and to offer great flexibility in terms of product options and related support options.

- Network subsystem:
  - Cisco IP switches
    - Nexus 93xx
- Storage subsystems:
  - NAS: NetApp FAS
  - SAN option is vendor independent and requires a project specific PoC.
- Optional Extension Packages from Partners
  LNW-Soft extension packages are provided as functional extensions to a FlexFrame Orchestrator environment.
  The partner provides respective software support. To enable the integration into a Single Point of Contact [SPOC] support for SAP landscape the mandatory software licenses should be used :
  - LNW Connector SAP LaMa-Base lic.
  - LNW Fast HA for HANA SR-Base lic
  - LNW Autom.Backup&Recovbery-Base lic.
  - LNW SAP Basis Monitoring-Base lic.
  - LNW SAP Lifecycle Mgmt-Base lic.

FUJITSU INFRASTRUCTURE SUPPORT SCOPE OF SERVICE

For the **core components** of the Fujitsu Integrated System, as described above, Fujitsu Infrastructure Support applies as defined in the respective data sheet. Fujitsu assumes responsibility for problem elimination in the HW and SW products of the Fujitsu Integrated System as well as for configuration problems.

Furthermore, for **supplemental components** at the released interfaces to the core components, Incident management as well as pre-clarification and problem management, if applicable, will be provided. As a prerequisite the released and / or certified supplemental components must be covered with a suitable and separate service contract.

Fujitsu will forward related incidents to the respective service provider only if the necessary data from third party contracts have been made known to Fujitsu.

If required for troubleshooting purposes, Fujitsu will contact the respective service provider for supplemental components, in order to forward the fault details and monitor progress, provided there is a valid service contract for these components and the contractual data is available at Fujitsu support.

Availability of support for these supplemental components depends on customer and/or country obligation to co-operate.

EXCLUSIONS

The exclusions apply as stated in the data sheets:

- Fujitsu Infrastructure Support SolutionPack
- Fujitsu Infrastructure Support SolutionContract

Note:

SAP software and applications as well as Support for SAP Software are not covered by the Fujitsu Infrastructure Support but may and must be additionally and separately procured directly from SAP.

VMware and SUSE software OEM licenses are considered as core components.

Complete systems should be installed in the Fujitsu PRIMECENTER® racks.

LIFECYCLE POLICY

The lifecycle policy and support matrix for Fujitsu Integrated System PRIMEFLEX for SAP Landscapes platform can be found on the product datasheet: Data Sheet FlexFrame Orchestrator. The right to obtain patches, updates and upgrades is included only according to this lifecycle policy. After a Major Version reaches its End of Support Date (available on the product data sheet), customers must migrate to the next Major Version in order to maintain their active Fujitsu Infrastructure Support.

The customer is responsible for keeping the contracted products in-line with the lifecycle policy of Fujitsu.

Note:

Software licenses are supported based on the respective vendor policies and rules. Fujitsu Infrastructure Support is available for FFO perpetual licenses, FFO subscriptions, and FFO dynamic licenses in line with the respective Fujitsu licenses rules.

SERVICE OFFERING

The following service configuration options are available as:

Supported infrastructure support stack		SolutionPack	Support Pack Software	Support Pack Hardware	Solution Contract	Service Contract
Core components						
Solution Identifier	FFO Solution identifier	■			■	
Technical Solution Support	FFO Entry runtime license	■			■	
	FFO Base runtime license					
	FFO extension runtime license					
	FFO option Accounting					
	FFO option RBAC					
	FFO option SAN					
	FFO option Linux KVM					
	FFO option VMWare ESXi					
Technical Support						
Operating System	SuSE Linux Enterprise for SAP		■		■	
	SuSE Linux Enterprise		■		■	
Virtual Machine	VMware vSphere ESXi		■		■	
	SUSE Linux KVM		■		■	
Server	PRIMERGY RX2530 / RX2540			■	■	
	PRIMERGY RX4770			■	■	
	PRIMERGY CX2560			■	■	
	PRIMEQUEST 3800B2			■	■	
Supplemental components						
Network subsystem	Cisco IP switches Nexus 9392PX-E Nexus 9236C series	●				□
Storage subsystem				□		□
	SAN storage	●		□		□
	NetApp FAS systems	●				□
Optional Extensions	LNW-soft packages	●			●	

Legend:

■	included in Fujitsu Infrastructure Support for core components
♦	included in Fujitsu Infrastructure Support as optional component, when configured
●	included in Fujitsu Infrastructure Support are SPOC and TSS, need to be reinsured by customer contract
□	separately ordered support, needed to cover supplemental components, ordered separately

Service configuration option	SolutionPack	Support Pack Software	Support Pack Hardware	Solution Contract	Service Contract
Solution Identifier	■			■	
Incident management and SPOC	■			■	
Technical Solution Support	■			■	
Software Support					
• Technical Support		■/□		■	□
• Software Maintenance		■/□		■	□
Hardware Support					
• Technical Support			■/□	■	□
• AutoCall-messaging			■/□	■	□
• Hard Disk Retention			♦	♦	□
Proactive Services					
• Technical Account Manager	♦			♦	
• System Health Check	♦			♦	
• Patch Information Management	♦			♦	

Legend:

■   included in Fujitsu Infrastructure Support for core components

♦   included in Fujitsu Infrastructure Support as optional component, when configured

●   included in Fujitsu Infrastructure Support are SPOC and TSS, need to be reinsured by customer contract

□   separately ordered support, needed to cover supplemental components, ordered separately

ORDERING INFORMATION

All units and options with individually sold services must be ordered with the same service level as the product or enclosure that they are installed in if that service level is available on those units.

Local availability: the Customer may order support from Fujitsu's current support offerings. Some offerings, features, and coverage (and related products) may not be available in all countries.

To obtain further information or to order more services for Fujitsu Integrated System, contact a local Fujitsu sales representative or authorized Fujitsu reseller and reference the following product:

- Fujitsu Infrastructure Support SolutionPack
- Fujitsu Infrastructure Support SolutionContract valid for:
  - o Fujitsu Integrated System PRIMEFLEX for SAP Landscapes

Fujitsu Infrastructure Support is not designed to be sold for software-only or hardware-only configurations due to the integrated nature of the service deliverables. Thus, the Fujitsu Infrastructure Support may only be procured at the aligned overall supported infrastructure support stack and covers the respective services as indicated in the table above. Service offerings for all products integrated in the infrastructure must be ordered with the aligned service levels as indicated in the table in the datasheet, subject to availability of that service level for the products involved.