



IT precautions: The right dosage at the right time Fujitsu Maintenance Services

shaping tomorrow with you

FUJITSU

Something can always happen. You have to take precautions.

State-of-the-art IT used within a company is the heartbeat for successful business processes and continuity. However, should it miss a beat even for a moment, there could be serious repercussions for a company's operations and productivity levels.

And it is the IT managers who really have their work cut out in this respect. They must take effective security precautions regarding operational and portfolio reliability. A holistic view is required. IT infrastructures today are becoming increasingly complex and with a large number of hardware components from various manufacturers, heterogeneity can exist in almost every sector.

Each product has its own history which results in a complex fabric of life-cycles. It is also important to have an overall view as IT managers must think and act economically.

The increase in an IT solution's high-availability levels automatically leads to an increase in costs. It is thus important to avoid any explosion of costs and to deploy services in a sensible manner. The best-case scenario would be a combination of responsibilities and a competent partner whose portfolio covers every maintenance and support requirement.

Specsavers uses Fujitsu Maintenance to simplify their processes and reduce costs

Specsavers, the largest private optician conglomerate with more than 1,500 opticians worldwide, has developed a support concept with Fujitsu that provides service levels which fit the business-critical operations of the company's hardware and software.

The concept offers tailored service and reaction times, divided into the following categories: "very business critical", "business critical" and "less business critical". Fujitsu is the central contact partner for all the support tasks. Specsavers thus operates with a competent partner and benefits from the reduced amount of administration effort as well as enjoying cost savings for maintenance and support.



Hardware, software, data center

Your IT deserves comprehensive protection

We guarantee that Fujitsu will give its undivided attention to all of your IT

Smooth IT operations? Productive interaction between hardware and software? High-availability levels for IT resources? IT reliability is an extremely significant success factor in a company's daily business. But reliability is not as self-evident as it seems. Circumspect IT planning is of great value. Our offer is a range of IT precautions, known as the Fujitsu Maintenance portfolio.

This multivendor offer enables us to make you feel secure. You can select the optimal mixture of maintenance and support services as well as strategies for asset protection and a continuous backup of business processes. You configure your IT protection so that it meets your business requirements exactly. The choice is yours. The services are divided into Product Support and Infrastructure Support.

The services are classified in such a way so that they can be selected according to your requirements. Numerous scenarios are possible: challenge us to provide the right combination. Our comprehensive service and support portfolio will help you to keep your IT performance at the highest possible levels. And will also aim to use your resources sparingly. The overall job becomes much easier as you are only dealing with us, especially in the case of multivendor environments.

The support world of Fujitsu Maintenance:

- Product Support
- Infrastructure Support

"Product Support" provides:

- Start-up Services
 - *InstallationPack*
- Hardware Maintenance
 - *Support Pack Hardware*
 - *ServiceContract Hardware*
- Software Support
 - *Support Pack Software*
 - *ServiceContract Software*

"Infrastructure Support" offers:

- Infrastructure Change Support
 - *Rollout Services*
 - *IMAC/D Services*
- Solution Support
 - *SolutionContract*
- Managed Maintenance
 - *Service Contract Administration*
 - *Service Contract Management*
 - *Global Service Contract Management*

Start-up Services InstallationPack



New hardware must be productive right from the start. The Start-up **Service InstallationPack** provides you with the support necessary to enable you to immediately start using ETERNUS storage systems, PRIMERGY servers, and Oracle SPARC Enterprise servers. The InstallationPack comes in three versions: Basic, Advanced and Individual.

Our range of services:

Check the installation environment, install hardware and operational software, generate physical connections as well as handle standard system configurations and handovers to the customer. More optional services are available as requested by the customer.

OMV uses the service and logistics competence provided by Fujitsu to enjoy maximum benefits.

OMV is a leading energy corporation and is one of the largest industrial companies listed on the Austrian stock exchange. Fujitsu's server modernization project for PRIMERGY rack servers for more than 20 countries was convincing not just as a logistics concept, but also for its excellent product quality. It guarantees OMV the availability of new servers in Eastern Europe and Central Asia thanks to the good logistics and customs processes as well as by fulfilling specific national maintenance service levels.

"Fujitsu offers established delivery and customs processes which fulfil the various service levels in different countries. This is especially important in the IT sector, as in many countries restrictions concerning supplies can lead to delays, which eventually have an effect on our business."

Christian Berndt
Head of Data Center IT
OMV Solutions GmbH



More information can be found at:
<http://www.fujitsu.com/fts/services/support/startup-services/>

Hardware Maintenance

Support Pack and ServiceContract Hardware

The standard guarantee for new hardware provides a “good feeling”. But, as an IT manager with vision you want to make sure that you are prepared for any eventuality. The aim is reliable hardware protection. At the same time, you want to be cautious regarding your investments in IT infrastructure. Fujitsu’s Support Pack and ServiceContract Hardware provide comprehensive support according to your requirements.

The key to reliable hardware protection

Support Pack Hardware and ServiceContract Hardware increase security within your hardware landscape ensuring protection for your IT operations and portfolio. Support Pack Hardware can be selected directly when purchasing the product or within 90 days of the purchase. You make a one-off advance payment and define the period (36, 48 or 60 months).

The minimum period is 12 months if you select ServiceContract Hardware. The contract is automatically renewed until it is cancelled. Payments are made regularly. We cover the requirements of our customers by using three carefully defined service options for reaction and recovery times: Offsite, Respond and Recover. These services on-demand have different reaction and restore times according to your needs.

Your ambition is matched by our offer:

Fast service provided by experts

- Qualified 24x7 call acceptance via the Fujitsu Service Desk

Top quality

- Remote service and on-site service
- Fast elimination of errors
- The correct hardware service level
- Timely and long-term protection of your hardware

International presence

- Service network
- Spare part logistics

Support Pack/ ServiceContract Hardware – The benefits for your company:

- The appropriate availability levels for your IT infrastructure are guaranteed
- Smooth operations are ensured
- International standardized service levels
- Your service planning is easily implemented without any complications
- You can choose between a once-only payment for a 3, 4 or 5-year hardware service (depends on the product) with a Support Pack and regular payments for a ServiceContract (3-year minimum period)
- Very transparent costs: service, spare parts and travel costs are included in the price
- Your company’s IT specialists can concentrate on their core tasks
- Your hardware is optimally used right from the start

The stages involved:

Service activities off-site for workplace systems

- Bring-in Service
- Send-In & Return Service
- Collect & Return Service
- Door-to-Door
- Desk-to-Desk

Response services

Onsite services with response times

- 4 hours
- Next Business Day
- Second Business Day

Recovery services

Onsite services with recovery time

- 4 hours
- 6 hours
- 8 hours
- Next Business Day

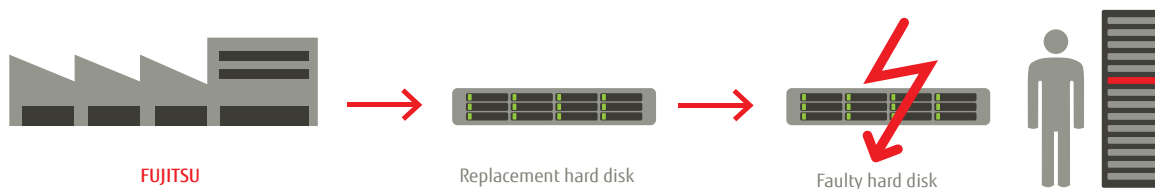


More information can be found at:
<http://www.fujitsu.com/fts/services/support/hardware-maintenance/>

If the hard disk is faulty, we will provide help via our HDD Retention optional service so that you can retain the hard disk.

A hard disk failure is an annoying and very sensitive topic. The greatest worry is caused by the apparent unavoidable loss of confidential data. This is where HDD Retention comes in. This service ensures that a faulty hard disk remains in your possession even after it has been replaced by a Fujitsu service partner.

Data misuse by third parties is prevented. You decide what is to happen to the faulty hard disk. HDD Retention is available as an option with the Support Pack Hardware and ServiceContract Hardware for ESPRIMO PCs, CELSIUS workstations, LIFEBOOK notebooks, STYLISTIC tablet PCs as well as PRIMERGY servers and ETERNUS DX storage systems.



Fujitsu supplies a new hard disk without asking for the old one to be returned.

Air France KLM charts Fujitsu services and now enjoys greater IT efficiency

The European airline Air France KLM is one of the top companies worldwide in its three business divisions: Passage, Airfreight and Aircraft Maintenance. Cooperation with Fujitsu started at the turn of the century and has seen the airline outsource an increasing amount of the service responsibility using hardware and software support. A new 3-year service contract regulates the setting up of a Managed Service Desk for email programs, office applications and special software. A 24x7 service is on offer worldwide for approx. 90,000 Air France KLM users on 60,000 workstations. The Help Desk with two locations in France and the Netherlands is tri-lingual; it detects and solves problems via remote access. Fujitsu processes an average of 600,000 calls a year.

"We chose Fujitsu because of their great expertise in help desks and because of their proven experience with KLM desk management in the Netherlands. The use of one service provider and contractual help desk service for France and the Netherlands has strengthened our team spirit and cooperation activities.

We are very satisfied with the quality of the managed service desk concept: one help desk at two locations in three languages and available worldwide as a virtual desk. We have great trust in Fujitsu's competence in this field."

Pierre Dalaine
Manager: Technical Help Desk
Air France KLM



More information can be found at:
<http://www.fujitsu.com/fts/products/computing/support/hardware-maintenance/hdd-retention/>

Software Support

Support Pack and ServiceContract

Ensuring that applications stay as productive as possible

Smooth IT infrastructure operations require that all the functions within software programs work correctly. Program errors in operating systems can reduce employee productivity and possibly impair the performance of a company. This is where the **Support Pack Software** and **ServiceContract Software** come in. The focus is on eliminating program errors. Use ready-made support services to supplement your own resources.

Just make the call – and problem diagnostics start immediately

Call processing is the main element in Support Pack Software and ServiceContract Software. If a software problem exists or advice is required for a software environment, the service is supplied by phone. The service scope corresponds to the selected service agreement.

Software Support is available either as "Basic" or "Classic"

Two levels of Software Support are available. Support Pack Software can be selected directly when purchasing the product or within 90 days of the purchase. You make a one-off advance payment and define the period (36, 48 or 60 months). The minimum period for ServiceContract Software is 36 months. The contract is automatically renewed until it is cancelled. Payments are made on a regular basis.

Support Pack / ServiceContract Software – Benefits for your company:

- A ready-made service from one source
- Support Packs to meet your requirements
- Smooth IT operations ensured
- Very low downtimes right from the start
- More time for your internal IT specialists

Support Pack / ServiceContract Software Basic	
Remote response time	■ 4 hours
Call acceptance	■ 24x7 hours

Support Pack / ServiceContract Software Classic	
Remote response time	■ 4 hours ■ 2 hours
Call acceptance	■ 24x7 hours



More information can be found at:
<http://www.fujitsu.com/fts/services/support/software-support/>





Infrastructure Change Support

Rollout Services and IMAC/D Services

Dynamic IT infrastructures are challenging

The fast development pace in information technology can leave IT managers gasping every day. This is because change generates work and constant improvements. Future technologies force their way into the market, business requirements change, system resources have to be modified and new hardware and software must be integrated into the existing IT architecture. **Rollout Services** and **IMAC/D Services** help you to successfully master these changes in your IT infrastructure.

Rollout Services

There can be many reasons for Infrastructure Change Support: companies merge and realign themselves, they change locations and outsource IT departments or open up new data centers. Our Rollout Services introduce new technology very smoothly as it has all been prepared in advance – right down to the last detail. Rollout Services enable you to benefit from proven rollout concepts and experienced project management.

Experienced project management throughout the rollout process: from design & build to operation:

- Analyze and plan current state
- Order and delivery
- Customizing
- Transport
- Installation

IMAC/D Services

This range of support services provides ideal support for your company's IT and for any requirements that can arise due to the product lifecycle and infrastructure.

Install:	Connect new equipment and initiate operation
Move:	Relocate IT components, IT departments and data centers
Add:	Integrate new hardware and software into existing environments
Change:	Realign or reconfigure existing IT systems
Dispose:	Remarket outsourced IT components professionally

Together with Fujitsu, Pacific Controls is prepared for any critical situation in its data center operations

During the course of its company USA expansion, Pacific Controls has used comprehensive know-how. Regarding the data center architecture, the customer decided to accept Fujitsu's Dynamic Infrastructures offering and set up a new data center in the USA so as to implement a disaster recovery solution. Fujitsu Maintenance Services also provide 24x7 proactive services, thus guaranteeing fast reactions in critical situations; the know-how of experienced specialists also ensures smooth operations.

"Dynamic Infrastructures from Fujitsu not only offers the most innovative IT architecture on the market, but also provides seamless, integrated solutions with excellent availability and scaling. This was exactly the support we needed in order to implement our project quickly and efficiently."

Dilip Rahulan
Executive Chairman,
Pacific Control Systems LLC
Dubai

Solution Support

SolutionContract

Proactive, reactive – always effective, whatever the situation

SolutionContract is a service offer for infrastructure solutions from Fujitsu and its technology partners. It is currently available for BladeFrame, Business Warehouse Accelerator Infrastructure, Fujitsu DI Blocks, Dynamic Infrastructures for VMware vCloud, ETERNUS CS High End, FlexFrame for SAP, Fujitsu Power Appliance for SAP HANA. SolutionContract regulates maintenance and support services and covers the central hardware and software components in a complete solution. Thorough monitoring, analysis and detailed reports about the current status are the keys to prevent system downtimes. If a system is already at a standstill, the error source is then localized and error elimination follows immediately.

A form of early warning system: The System Health Check

Like Live Monitoring and Patch Management, the System Health Check is also a proactive service. The availability of this detection tool is based on the Dynamic Infrastructures solution that is to be analyzed. The System Health Check is a proven option for the storage solution ETERNUS CS High End. A report covering the last three months is generated every quarter ("Premium"), and is enhanced via daily and weekly checks. The System Health Check analyzes the status of versions, configurations and errors as well as performance and utilization.

The results assist decision-making, when it comes to introducing new measures and changes by highlighting potential issues before any serious problems arise.

Always there for you: The Technical Account Manager (TAM)

We are aware of the importance and advantages that arise from having just one point-of-contact, a person who can be trusted and can coordinate any necessary service activities.

A Technical Account Manager provides personal support as part of the SolutionContract.

SolutionContract – Advantages for your company

- Your company has synchronized service levels and contract periods for the entire Dynamic Infrastructures solution
- You are in touch with a Technical Account Manager who provides advice and support for all the service queries concerning your Dynamic Infrastructures solution
- You benefit from proactive services which prevent problems before they occur
- You enjoy an extremely high degree of security thanks to remote access
- You can find the correct range of services for your requirements profile and for your budget
- You remain flexible when developing your IT infrastructure

SolutionContract Classic

Remote response time

- 4 hours

Response time

- Next Business Day

Service time

- 9x5 hours

SolutionContract Superior

Remote response time

- 0.5 hours

Response time with hardware faults on an uncritical component

- Next Business Day

Recovery time with faults on critical hardware components, e.g. in FlexFrame for SAP the Control Centers

- 6 hours

Service time

- 24x7 hours

Proactive Services

- System Health Check twice a year
- Technical Account Manager
- Patch Information Management

SolutionContract Premium

Remote response time

- 0.5 hours

Recovery time with hardware faults

- 6 hours

Service time

- 24x7 hours

Proactive Services

- System Health Check: Four times a year
- Technical Account Manager
- Patch Information Management

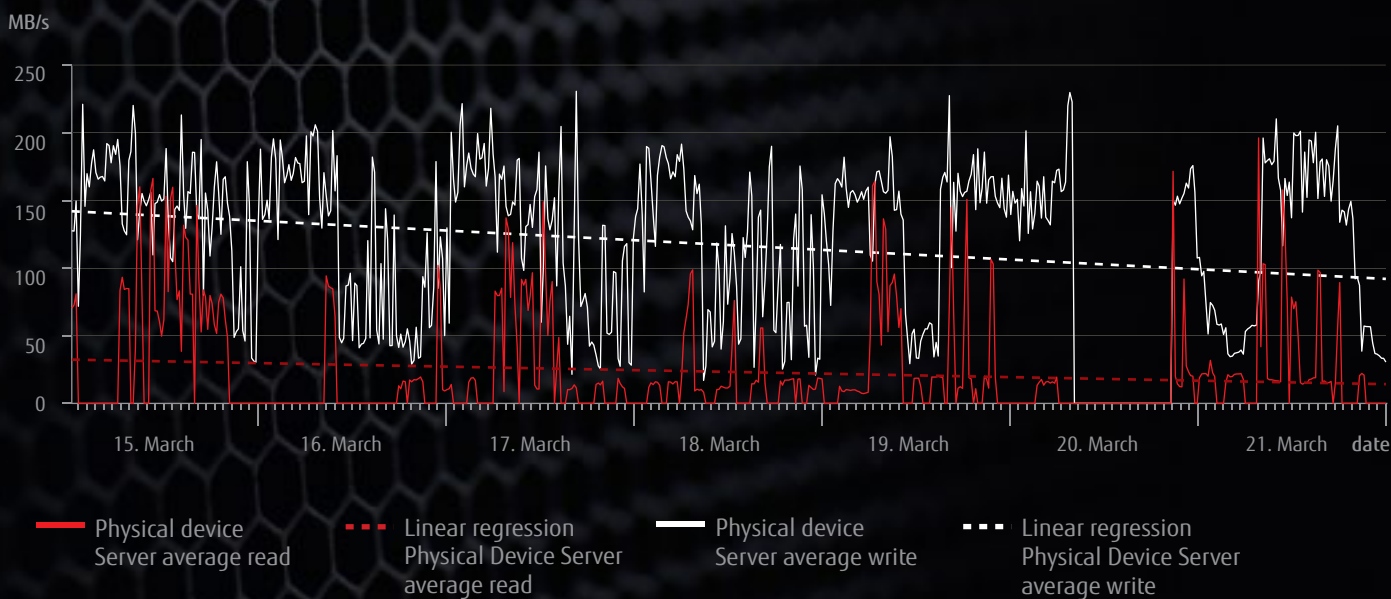


More information can be found at:

<http://www.fujitsu.com/fts/services/support/solution-support/>



Load protocol of read and write operations at the back-end
System Health Check with an ETERNUS CS High End storage solution
15. March 2011 bis 21. March 2011, Number of drives: 8



Managed Maintenance

An effective way to simplify

Overall responsibility for all service requirements

Companies primarily invest in new hardware and software according to the price/performance ratio. In practice, this frequently results in multivendor environments which have to be managed effectively regarding maintenance services. Coordinating several hardware and software service providers, as is necessary to ensure the smooth running of business processes in heterogeneous and often complex, national IT infrastructures and infrastructures distributed worldwide, frequently results in reduced efficiency. After all, the individual manufacturers are only responsible for their own products and offer different service levels. The customer thus has the overall responsibility for managing and controlling the various responsibilities and service levels. The more partners and regional service providers involved, the more complex the task.

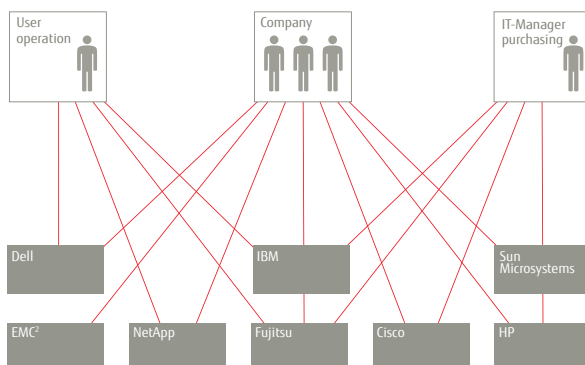
Managed Maintenance is an end-to-end concept from Fujitsu which enables you to manage this task efficiently. We support companies and help them to improve their monitoring of service contracts in a multivendor environment. We establish clearly defined service responsibilities and coordinate as well as carry out maintenance services. On request, we can take on overall responsibility for fulfilling the service level agreements with the various manufacturers and service providers.

Managed Maintenance

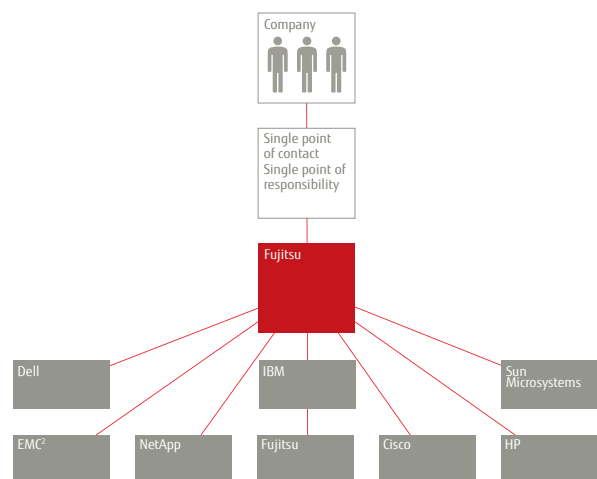
- Establishes clearly defined service responsibilities
- Provides a central contact person for maintenance and support
- Provides real-time information about service levels and the quality of the service delivery
- Guarantees the availability of the multivendor environment according to needs, both nationally and internationally
- Enables flexible modification of services to meet changing requirements
- Reduces costs and ensures greater economic viability for maintenance work in multivendor environments
- Improves the satisfaction of internal and external customers

Operating, reliable and economic operation of multivendor environments is based on service processes which are aligned with the international ITIL standard (IT Infrastructure Library); the agreed service levels are met thanks to proactive and reactive services. We coordinate all the international maintenance and support services centrally via our Global Program Management Office. Managed Maintenance provides customers with transparency and full control over their service contracts as well as over the quality of their services and IT assets.

IT scenario with many contact persons



IT scenario with Managed Maintenance



The Lufthansa corporation welcomes Fujitsu Technology Solutions on board as a global service partner

Lufthansa has placed an order with Fujitsu to provide worldwide support for 15,000 recently installed IT workplaces. The main focus is on repair and maintenance services. In conjunction with Lufthansa Systems, Fujitsu developed a rollout concept to introduce the technology. The constant high quality of the service activities and the high degree of standardization, which simplifies the service delivery, swayed the decision to engage Fujitsu.

"Fujitsu Technology Solutions has proven to be a powerful and reliable service provider. The company supplies top-quality services to meet our global requirements; deskBase runs optimally, generating real customer satisfaction."

Stefan Hansen
CEO and Chairman of the Executive Board
Lufthansa Systems AG

Postbank Systems places its trust in Managed Maintenance from Fujitsu

Postbank Systems, the IT organization within the Deutsche Postbank AG, is cooperating with Fujitsu as a central contact partner for service management. Fujitsu has end-to-end responsibility for service as well as for call and escalation management, fault elimination, portfolio and contract management and reporting. During our partnership, Fujitsu has optimized numerous IT service contracts belonging to the Postbank System AG and standardized the Service Level Agreements as a whole.

"Fujitsu has now been our main partner in service management for more than five years. We can thus devote our energy to our real tasks, namely organizing IT for the Deutsche Postbank."

Manfred Löw
Board member for Operations
Postbank Systems AG



Managed Maintenance

Three services, one objective: Efficiency for you

The modular portfolio with standardized service elements

Managed Maintenance optimizes service management in multi-vendor environments based on the following service elements:

- Service Contract Administration
- Service Contract Management
- Global Service Contract Management

Gain control and harmonize service level agreements

Service Contract Administration helps us to manage your contracts with the various IT service providers. We also offer a central contact for all IT users and their questions as well as for IMAC/D services (Install, Move, Add, Change/Dispose) and we also monitor the fulfilment of service level targets. According to a well tested phase model, customers can carry out even more optimization measures. The step-by-step harmonization of service level agreements and the use of optimized service concepts result in significant quality improvements, providing both an analysis of IT reliability as well as the economic viability of such service contracts.

Consolidating service contracts; working with one central partner

Another step is to consolidate all the existing service contracts. The transformation phase, which has been defined with the customer, merges all the contracts into one agreement, thus providing a central **Service Contract Management** for the entire IT infrastructure. Fujitsu, having assumed the role of central partner, takes over the responsibility for remote and onsite maintenance services and complex IT roll-outs.

Services are managed globally and coordinated centrally

The Fujitsu Global Program Management Office (GPMO) provides multinational customers with **Global Service Contract Management** run from a worldwide management center with locations in Europe, America and Asia/Pacific. Using its own delivery centers and regional service providers, the GPMO provides a 24x7 service according to the "follow-the-sun" principle, with standardized service level agreements and based on the international IT service management standard ITIL. Supported by the GPMO, numerous global companies have already efficiently overcome the many intercultural and geographical challenges inherent in service management.

Make IT assets fit for optimal service

Central configuration management also contributes to operational excellence. We ensure that all IT the system and software product information, which is essential for service, is available electronically and can be accessed at the touch of a button. If service is required, access to the service-relevant IT asset data helps to eliminate hardware and software faults efficiently. We also offer our customers structured, automated und standardized service reports which contain all the information required to monitor service level agreements.

Web-based service management provides real-time information

Constantly monitoring service level agreements in multivendor environments is both time-consuming and costly. The Fujitsu web-based service portal is a tool via which service processes can be monitored and processed efficiently and in a manner that can be understood by the customer. The portal covers asset administration, order entry and monitoring as well as analysis. Error messages are entered on a multivendor basis; the processing status is monitored. Data regarding IT assets, problem reports and the fulfilment of service level agreements can be accessed in real-time.

Based on this data, sensible reports about the fulfilment of service level agreements can be generated according to service provider, location or manufacturer. Additional functions, such as satellite photos, show the current worldwide processing status of service inquiries and installations at all customer locations. From order entry to processing status and quality reports, customers can benefit from an optimized continuous flow of information so that they can specifically improve the IT service quality and productivity in their multivendor infrastructure.



Together with Fujitsu, SITA ensures that check-in terminals are always online

SITA, the world's leading service provider of IT business solutions and communication services in the aviation industry, works together with Fujitsu to ensure that the check-ins at Frankfurt Airport run smoothly. Fujitsu is responsible for the entire lifecycle of check-in terminals and the connected peripheral devices: from the initial installation and rollout of new devices, to fault elimination and finally the disposal of old equipment.

"Services such as hardware maintenance are not part of our core competence. We thus always try to find a reliable on-site partner who guarantees top-quality service and ambitious service levels. In Fujitsu, we have found exactly the right partner for our Frankfurt Airport project."

Jens Lauterbach
Senior Manager Supplier Contracts and SLAs
SITA



APA-IT manages multivendor server infrastructures with Fujitsu

APA-IT Information Technology GmbH, a 100% subsidiary of APA, the Austrian Press Agency, has given Fujitsu 24x7 responsibility to provide support, fault elimination, monitoring and asset management for their heterogeneous hardware landscape with approximately 400 servers at two data center locations. Fujitsu's project documents illustrate a convincing, sophisticated and flexible service model, which reflects customer requirements plus a desired personal contact. This APA-IT partnership results in quality improvements and greater flexibility with the additional option of modified services and SLAs every quarter.

"We wanted a service provider as partner who offers customer-oriented contact and not just remote communication around the globe according to the „follow-the-sun“ principle. Managed Maintenance Services from Fujitsu provide us with exactly what we want: qualified service where personal communication is not overlooked."

Georg Höllebauer
Leitung Operations
APA-IT Information Technology GmbH

Worldwide SLA fulfilment by Fujitsu exceeds BMW's expectations

BMW has been using more than 10,000 PRIMERGY servers in approx. 4,500 BMW branches and reseller organizations in more than 150 countries since 2007 – all established to service and repair every BMW model currently on the market. The PRIMERGY servers also act as a stable basis in the continual further development of vehicle portfolios regarding diagnostics and vehicle inspection. In order to guarantee success, Fujitsu handles the worldwide IMAC service and central administration of all Fujitsu and OEM systems via its Global Program Management Office in Brussels. Worldwide SLA fulfilment annually exceeds the defined customer expectations.

"We have come to know Fujitsu as a reliable and trusted business partner and are certain that this will generate mutual business success throughout 2012 and the coming years."

Frank Reitz
Vice President
Program Integrated Aftersales Platform Retail
BMW Group

Global Service Desks are the central point-of-contact for quick problem solutions

Considerable improvements in service management can be achieved by correctly organizing and manning IT service desks. This particularly applies to multinational companies where Service Desks can generate high costs. Fujitsu offers a global network with five global Service Desks providing 24x7 support according to the "follow-the-sun" principle. We have approximately 1.2 million customer contacts in 29 languages every month.

40 local Service Desks in America, Africa, Asia/Pacific and Europe plus various near and offshore centers for 2nd and 3rd services complete Fujitsu's network of Global Service Desks. The services include accepting, qualifying and forwarding calls, 1st and 2nd-level diagnostics, integration of the various service partners, remote service support and, as the responsible central partner, handling and managing service requests.

Easy to start and systematically optimized: IT Sourcing Optimization identifies improvement opportunities.

The IT Sourcing Optimization Service from Fujitsu offers a professional consultation package including an on-site workshop. Reliable statements about potential optimization are provided via a comprehensive analysis of dependencies and cost drivers based on the existing service contracts with manufacturers and service providers. Branch comparisons and best-practice benchmarking identify the areas requiring action. Fujitsu and the customer look at possible implementation steps as well as the medium and long-term economic effects. The customer is provided with documented detailed results as well as a management summary.



More information can be found at:
<http://www.fujitsu.com/fts/services/support/>

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