

# FACT SHEET

## MULTI-VENDOR ENTERPRISE SERVICES (MVES)

### FUJITSU MVES IS TRUE MULTI-VENDOR HARDWARE SUPPORT FROM A SINGLE SOURCE.

#### THE BENEFITS:

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

#### THE BUSINESS AND TECHNICAL CHALLENGES

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. In short – there are a number of inherent challenges in managing a multi-vendor environment.

Enterprises with heterogeneous ICT environments spend considerable time and money managing multiple service contracts with multiple service providers – often with mixed results. Service levels differ from contract to contract, and the quality of the delivered service varies from provider to provider. Data centers operate without a single view into the performance of service providers, and the hardware they support cannot easily compare statistics across vendors. Lack of standards increases operational costs and fuels additional complexity in multi-vendor environments.

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 their maintenance programs has become a priority.

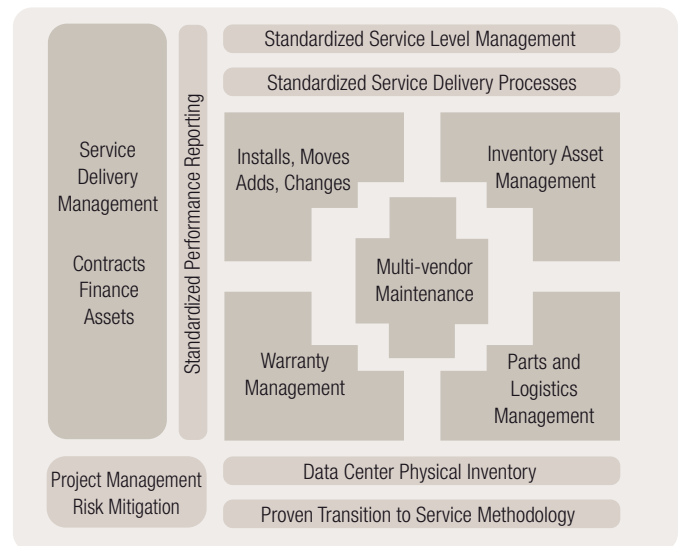
#### FUJITSU MVES

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, mission critical ICT environments.

At its most basic, MVES is hardware break/fix. However, we have gone beyond the traditional reactive service to a solution that embodies a number of proactive features that allow Fujitsu to

meet and exceed your service level requirements. These features, coupled with our proven support processes, create a firm foundation for improved hardware availability over time.

#### FUJITSU MVES



Upon award, we conduct an inventory audit of the equipment to be placed on contract – a process that is non-intrusive and designed to gather data pertinent to the support process. Data is captured and shared with the client for final reconciliation. This data becomes the basis for ongoing asset inventory management – which is a core component of any maintenance contract.

During the audits, we also gather information regarding equipment configurations. The equipment configurations are coupled with service level requirements to develop a parts and logistics plan – whether located onsite or in local depots. Either way, Fujitsu manages the parts – ensuring stocking levels and proximity to client sites.

No data center could function without installation, relocation, decommission and upgrade services. To this end, we offer IMACs (Install, Move, Add, Change) as a cost effective add-on to your MVES contract.

You may have equipment on warranty but want the convenience of a single phone call for all of your hardware support needs.

With MVES, we offer flexible options for managing in- warranty equipment – options that allow you to realize the benefits of a single service provider and one phone number to call for all of your support needs – regardless of warranty status.

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.

**MVES SUPPORTED PLATFORMS**

Fujitsu supports many OEM products under our MVES program including IBM, HP, Sun and Dell servers, as well as associated peripherals. Fujitsu also supports DEC servers, as well as EMC, Quantum, ADIC and Cisco products. 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:

**PRODUCTS SUPPORTED UNDER MVES**

Mainframes (IBM eServers)	IBM 7060 IBM 9000-SERIES (9672, 9674)	IBM 2064/2066 IBM z890 (2086) IBM z990 (2084)	IBM z9 (2094, 2096) IBM z10 (2097, 2098)
Midrange Servers	IBM eServers BladeCenters & Blade servers (HS, LS, and JS models) RS6000 P5xx/p6xx series Iseries (AS400, i800, i500) X series HP servers HP9000 & Integrity servers (all models) HP & Compaq Proliant (all models) Netservers (all models)	Sun Enterprise Ultra Enterprise Ultra SunFire Sun Blade Netra Sun Ray SPARCstation SPARCCenter (all models) DEC servers Alpha (DS, ES, AS and GS) Micro-VAX / VAX	Dell PowerEdge servers All models
Storage Systems	IBM Tapes 3490 3494 3584 3590 IBM DASD & ESCON directors 3300 series 2104 2105 903X series HP and Compaq Storage Works Sun StorEdge All models except SE99XX & L8500	Dell PowerVault All models, except EMC-based devices EMC CLARiiion (FC, CX, IP, and CX3) Connectrix (DS and ED models) Symmetrix (3.0, 4.0, 5.0, 5.5) DMX (800, 1000, 2000, 3000) Quantum P series (P4000, P7000, P9000) PX series (PX502, PX 506, PX510, PX720 LRG) M1500, M2500	ADIC Scalar 100 234 1000 i500 i2000
Network (Cisco)	Catalyst Express 500 Catalyst 2960 3560 & 3560E 3750 & 3750E 4500 & 4500E 4900 6500 & 6500E Catalyst 1440 Virtual Switching System ME 6500 Broadband Aggregators 6400 series ISDN Access Routers 700 series DSL Customer Premises Equipment Routers 600 series Campus Switch Routers 8500 series 1800 series	Cisco Routers 7400 series 7000 series 4000 series 2500 series 2000 series 1600 series 1400 series 1100 series 1000 series Cisco IP DSL Switches 6200 series 6100 series 6000 series Cisco Etherswitch 1420 1220 series	Catalyst Switches 6000 series 5500 series 5000 series 4200 series 4000 series 3900 series 3500 XL series 3000 series 2970 series 2950 LRE series 2900 LRE XL series 2900 series 2900 XL series 2800 series 2600 series 2100 series 1900 series 1700 series 1600 series 1200 series G-L3 series

### REDUCE COMPLEXITY, CONTROL COSTS, AND GAIN ACCOUNTABILITY

MVES provides a single point of contact and accountability for your systems, for a single monthly price on a single contract. We eliminate the hassles associated with multiple vendors who point fingers at one another when a problem occurs. We reduce complexity and costs by providing you with “one throat to choke.” We streamline operations and increase visibility through consolidated and consistent reporting of service levels and problem resolutions.

### “One Stop Resource”

Fujitsu can serve as a single service provider which offers one contract, one invoice and one phone number to call for your multi-vendor support.

### FUJITSU DIFFERENTIATORS

MVES is a Fujitsu core competency. We are a \$53B leader in Global ICT Systems and Services, with a track record of high quality service and support.

Fujitsu is truly vendor-independent and supports a variety of OEM products.

MVES is delivered by Fujitsu engineers - not by third party subcontractors – thereby increasing our accountability to our customers, streamlining call flows and handoffs, and ensuring standardization of service delivery.

Our engineers are cross-trained on multiple OEM products, bringing greater technical skills and troubleshooting abilities to solve your hardware problems. As a general rule, other service providers utilize subcontractors to service equipment that is not their own.

Fujitsu service excellence is driven by ISO 9001:2000 certification. Fujitsu TRIOLE® best practices and methodologies standardize service delivery to reduce complexity of SLA management, increase efficiency of operations, improve service levels, and reduce risks in heterogeneous ICT environments. We are consistently recognized by our clients as an outstanding service and support partner.

Fujitsu is customer-focused, delivering “best-fit” solutions and services designed to meet individual customer requirements. Fujitsu proactively manages customer partnerships and provides each account with a service delivery manager who is responsible for ensuring customer satisfaction, managing business and service issues, and working with clients to address changing business requirements. Our site-assigned field engineers ensure familiarity with customer maintenance histories for quick and efficient service delivery.

### FUJITSU MVES CLIENTS

Fujitsu MVES clients represent a cross-section of industry verticals including telecommunications, financial services, healthcare, technology and government. Our clients include:

- A Fortune 20 telecommunications company
- A Fortune 9 technology company
- A Global 50 investment banking, wealth and asset management firm
- Minnesota’s largest health plan provider
- A leading US-based options exchange
- The second-largest electric and gas utility in the U.S.

### ORGANIZATION, EXPERIENCE, AND ATTITUDE MAKE THE DIFFERENCE

Our services infrastructure, industry standard best practices, structured methodologies, and experience enable us to provide the people and processes necessary to help you align ICT initiatives with your business.

Fujitsu has a company-wide mission critical service ethic, attitude and culture backed by:

- More than 50 years providing enterprise mission critical support
- 25+ years UNIX® expertise and experience
- 35+ years mainframe expertise and experience
- Solaris™, Linux® and Microsoft® certifications
- ISO 9001:2000 Certification
- ITIL compliant infrastructure services.

Our reputation in the industry is built on long-standing customer relationships, industry leading products and services, and high quality customer service and support. When we make commitments – we deliver.

### ABOUT FUJITSU AMERICA

Fujitsu America, Inc. is a leading ICT solutions provider for organizations in the U.S., Canada and the Caribbean. Fujitsu enables clients to meet their business objectives through integrated offerings including consulting, systems integration, managed services and outsourcing for enterprise applications, data center and field services operations, based on server, software, storage and mobile technologies. Fujitsu provides industry-oriented solutions for manufacturing, retail, healthcare, government, education, financial services and communications sectors. For more information, please visit: <http://solutions.us.fujitsu.com/>.

**FUJITSU AMERICA, INC.**

1250 East Arques Avenue  
Sunnyvale, CA 94085-3470, U.S.A.  
Telephone: 800 831 3183  
                  or 408 746 6000  
Fax: 408 764 5060  
Web: solutions.us.fujitsu.com  
Email: solutions@us.fujitsu.com

Fujitsu, the Fujitsu logo, and TRIOLE are trademarks or registered trademarks of Fujitsu Limited in the United States and other countries. IBM is a registered trademark of IBM Corporation in the United States, other countries, or both. HP is a registered trademark of Hewlett-Packard Company in the United States and other countries. Dell is a trademark of Dell, Inc. Sun and Solaris are trademarks or registered trademarks of Oracle Corporation in the U.S. and other countries. EMC is a registered trademark of EMC Corporation. Cisco is a trademark or registered trademark of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries. UNIX is a registered trademark of The Open Group in the United States and other countries. Linux is a registered trademark of Linus Torvalds. Microsoft is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries. All other trademarks referenced herein are the property of their respective owners.

Product description data represents Fujitsu design objectives and is provided for comparative purposes; actual results may vary based on a variety of factors. Specifications are subject to change without notice.

Copyright ©2010 Fujitsu America, Inc.  
All rights reserved.  
FPC58-2785-01 08/10  
10.0664