

manage now[®] Support

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manage now[®] support is included in each manage now[®] product package. It provides the following services after successful installation and commissioning of a manage now[®] configuration:

- Support for the manage now[®] software.
- Free manage now[®] updates with corrections and modifications that relate to the Unicenter version available at the time of installation.
- Regular provision of information about manage now[®] and Unicenter.
- Duration: 3 years starting with the acceptance of the installed base package.
- These support services are tailored for the relevant manage now[®] package.

Details of Support Provided

Support for the software product named in the license is provided within the agreed service time.

Call Acceptance

Calls are accepted by telephone on workdays Monday to Friday from 8:00 am to 5:00 pm Central Europe Time. In addition, calls can be logged via fax, email, or the internet at any time. The caller must give the manage now[®] Serialnumber of the manage now[®] package concerned. This number appears on the manage now[®] license under the heading "Serialnumber".

Since manage now[®] is not much visible in the foreground operation, it is recommended to check and exclude a problem with a basic CA product first. This should be clarified with the support provider fulfilling the then valid support contract for the licensed CA products.

Call Mechanism	Contact
Telephone	+49 (0)5251 8-28820*
Fax	+49 (0)5251 8-29906
Email	SystemsManagement.Support@fujitsu-siemens.com
Internet	https://serviceportal.fujitsu-siemens.com/esm/its.do

*) on workdays Monday to Friday from 8:00 am to 5:00 pm Central Europe Time.

Customer Help Desk

Call handling comprises support by telephone during the fault analysis and diagnosis, as well as support for a workaround or the elimination of the software problem. It takes place during the contracted service time.

Provision of Software Correction Levels and Single Corrections on Request

manage now[®] support includes on-request provision of correction levels and individual corrections, which have been made available by the software licensor or manufacturer for the actual licensed version of manage now[®]. Installation is carried out by the customer. Where desired, the customer receives assistance by telephone during installation and/or commissioning of corrections. FSC can also install corrections remotely.

Delivery of Software Versions with new Functions on Request

Delivery of software versions with new functions (up to the latest standard) depends on the product. This service is provided (on request) only for particular software products using the versions as made available by the licensor/producer. This does not include the migration to the next major version of manage now[®].

▪ **On Site Service**

When desired, service by a service specialist is provided at the customer site at agreed times. The work and expenses of on site service are invoiced separately.

Service Level

▪ **Response time – (remote)**

Response to a call will come within the contracted response time of 4 hours. The response time starts after acceptance of the call within the agreed service time and is interrupted in the off-service times.

▪ **Service Time**

Workdays Monday – Friday (excluding German public holidays)
8:00 am – 5:00 pm CET

Support Period

Support begins after installation and commissioning of the manage now® base package by a certified consultant, when customer acceptance is reported to the Fujitsu Siemens Computers clearing site. The support duration is 36 months, starting at the date of approval of the installation by signing the qualification certificate. It cannot be extended.

Prerequisites

Prerequisite for remote diagnostics under the support contract is the presence of remote access software that is approved by Fujitsu Siemens Computers, and a modem in the system or on the LAN console at the customer’s premises. Alternatively, remote diagnostics may work via an existing internet connection.

Recommendations / Remarks

Data backup and virus protection are the responsibility of the customer.

The product, delivery and service features described above include a final list of the features of the subject of the contract and do not represent a quality guarantee in the eyes of the law.

These terms are in addition to the existing terms and conditions of Fujitsu Siemens Computers.

Note about Protection of Privacy

In connection with manage now® support, customer data will be accessed, exclusively for providing the contracted service. Forwarding of such data to third parties, for business purposes, is expressly prohibited. Further provisions of the law apply without constraint.

Ordering and Delivery

manage now® support is an integral component of the related manage now® product packages.

Contact

Regional Fujitsu Siemens Computers Sales Representative
or
Email to: IT-management@fujitsu-siemens.com

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