FUJITSU

Data Sheet

ETERNUS AF Array Implementation Service

Professional Services for IT Hardware

INTRODUCTION

Fujitsu offers our ETERNUS AF implementation package to install design and configure your newly purchased ETERNUS AF storage array into your existing or newly created infrastructure environment.

The ETERNUS AF implementation service delivers:

- A physical installation service to rack and connect your Array to power and management network.
- A Design Workshop that determines the optimum layout and feature functionality to maximise the effectiveness of your new array.
- A Configuration activity that ensures your new array is configured correctly and delivers all the featured functionality of the output from the design workshop.
- A test and acceptance process that assures you the functionality you need and expect is provided.
- A handover process that gives you the necessary details to ensure you can manage your storage array henceforth.

BENEFITS

Fujitsu Professional Service Consultants are fully trained and accredited in understanding and getting the best from Fujitsu ETERNUS Storage.

Extensive support capability all the way back to design and manufacturing departments to ensure that should unanticipated problems arise, then then an answer can be quickly found.

Standard configuration rule model approach that produce reliable and tested design configurations.

Highly skilled and experienced staff are present during your most vulnerable time of change to ensure a successful result.

Worry free assured implementation process, reducing reliance on potentially product unfamiliar resources.

ETERNUS AF Implementation packages

Fujitsu's ETERNUS AF Implementation package comes in two variants;

- For ETERNUS AF250 Array
- For ETERNUS AF650 Array

Service in detail

Design Workshop Service:

➢ Recommend appropriate RAID levels according to the usage of the array.
➢ Calculate user capacity based on drive numbers and capacity.
➢ Determine RAID groups to be configured for various functions e.g. REC disk buffer, thin provisioning pool.
➢ Calculate required number of hot spares as per best practice.
➢ Discuss user access management; roles and permissions.
➢ Event Notification; e.g. Email, SNMP trap, syslog, Remote support.
➢ Discuss improving host connectivity e.g. Host Affinity, iSCSI Security, Storage Cluster.
➢ Determine appropriate copy methods depending on array use. E.g. Remote Equivalent Copy (REC), One Point Copy (OPC).

Installation & Configuration Service:

➢ Rack and stack the controller enclosure as well as the disk enclosure in appropriate positions on the rack.
➢ Fully cable the array with redundant paths
➢ Power on and run 24hr minimum disk test.
➢ Replace any failed disks if necessary.
➢ Configure as per design;
  ▪ RAID Groups,
  ▪ Hot Spares,
  ▪ Volumes,
  ▪ Event Monitoring.
➢ Configure Host Affinity.
➢ Install SF Manager to manage the array (and any others) from a single pane view.
➢ Configure and test required backup method e.g. local (snapshots/clones) and/or remote copy (mirrors).
➢ Performance monitoring that allows the creation of graphical reports.
➢ Configure correlation map which can quickly help diagnose SAN failures.
➢ Installation of ETERNUS Storage plug-in for easy access within VMware VCenter Server.

Test & Handover Service:

➢ Support Customer ensuring their configured servers are able to see and access the presented storage.
➢ Check functionality of all configured features.
➢ Controller failover testing.
➢ Demonstrate management access.
➢ Provide Design handover Document.

Service Delivery

The packages are delivered Mon to Fri 09:00 to 17:00. The service can be delivered outside of these times but will be subject to additional charges that can be quoted on request.

Out of Scope

➢ Any data migration services.
➢ Any VM migration services.
➢ Any configuration requirements on customer hosts that access the array.

How to order

FSP:G-IN12400GBST3   ETERNUS AF250 Array
                       Implementation Package

FSP:G-IN12500GBST4   ETERNUS AF650 Array
                       Implementation Package

More information

Fujitsu products, solutions & services

Products

www.fujitsu.com/global/products/

In addition to the Fujitsu Support services, Fujitsu offers a full portfolio of other computing products.

Computing products

- Storage systems: ETERNUS®
- Server: PRIMERGY®, PRIMEQUEST®, Fujitsu SPARC® M10, BS2000®/OSD Mainframe
- Client Computing Devices: LIFEBOOK®, STYLISTIC®, ESPRIMO®, FUTRO®, CELSIUS®
- Peripherals: Fujitsu Displays, Accessories
- Software
- Network

Product Support Services with different service levels agreements are recommended to safeguard each product and ensure smooth IT operation.

Solutions

http://www.fujitsu.com/global/solutions

The Fujitsu solutions combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships. Fujitsu's Solutions include parts of one or more activity groups (e.g., planning, implementation, support, management, and training services) and are designed to solve a specific business need.

Infrastructure Solutions are customer offerings created by bringing Fujitsu's best products, services and technologies together with those from partners to deliver benefit to our customers' businesses.

Industry Solutions are tailored to meet the needs of specific verticals.

Business and Technology Solutions provide a variety of technologies developed to tackle specific business issues such as security and sustainability, across many verticals.

Services

www.fujitsu.com/global/services/

Several customizable Fujitsu Service offerings ensure that IT makes a real difference and delivers true business value. We do this by leveraging our extensive experience in managing large, complex, transformational IT programs to help clients in planning, delivering and operating IT services in a challenging and changing business environment.

Application Services support the development, integration, testing, deployment and on-going management of both custom developed and packaged applications. The services focus on delivering business and productivity improvements for organizations.

Business Services respond to the challenge of planning, delivering and operating IT in a complex and changing IT environment.

Managed Infrastructure Services enable customers to deliver the optimal IT environment to meet their needs; achieving high levels of IT service quality and performance for data centre and end user environments.

Fujitsu green policy innovation

www.fujitsu.com/global/about/environment/

Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global knowhow, we aim to resolve issues of environmental energy efficiency through IT.

More Information

Learn more about Fujitsu, please contact your Fujitsu sales representative, Fujitsu business partner, or visit our website http://www.fujitsu.com/fts/services/support/

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