

HELP PACK

Services for IT Software



INTRODUCTION

Softwareta offers - with its Softwareta Help Pack Software - support services for selected software products. They comprise the diagnostics of software faults as well as fault elimination via workaround solutions and/or the provision of software corrections if available. Depending on the software product, software versions with new functions are provided at the customer's request.

This data sheet describes the contractually relevant support services; product-specific supplements and information about the lifecycle policy for the product are defined in a Technical Appendix.

The specific scope of the contracted support services is defined in the Help Pack certificate provided to the customer.

SOFTWARETA HELP PACK SOFTWARE

"Help Pack Software is a product-related service contract for a fixed period and with once-only remuneration.

Softwareta Packs can be purchased within 60 days of the product purchase for a contract term of 1 up to 10 years. Before expiry, the service period can be extended (until the maximal contract term of 5 years) by purchasing a corresponding follow-on Help Pack.

The contract period (service period) begins on the exact date when the corresponding software product was initially purchased. The service is provided based on a one-time fee to be paid in advance when the Help Pack is purchased and on the service activation according to the

"Supplemental terms for Softwareta Help Packs".

Services in detail

OUR SERVICE OFFERING

The following service scope applies unless otherwise specified in the product-specific Technical Appendix for the respective software product:

Technical Support

Technical help covers the fault acceptance as well as the support for error diagnostics and the provision of potential initial workarounds via phone or remote access. The technical support is delivered remotely.

Software Maintenance

Software corrections and patches

Software corrections and patches aimed at eliminating faults are provided if they have been made available by the respective software manufacturer. These can be individual patches, patch packages or correction versions depending on the manufacturer. Any necessary specific information is included in the Technical Appendix for the respective software product.

Installing software corrections is not part of the contract, but can be commissioned and will be invoiced separately.

New software versions (updates/upgrades)

Software versions with new functions are released by the respective manufacturer. Any necessary specific information is included in the Technical Appendix for the respective software product.

The right of a customer to be supplied with new software versions only exists if this is desired by the manufacturer of the respective software product as part of the latter's product policy. These new versions are provided, when available, for the service-authorized software product and at the request of the customer.

Installing new software versions is not part of the contract, but can be commissioned and will be invoiced separately.

SERVICES NOT INCLUDED IN THE SCOPE OF SUPPORT

The regular and full data backup, including application and operating system software, is the responsibility of the customer.

SERVICE LEVELS

The agreed remote response time depends on the selected service option.

Call acceptance

Call acceptance	To get in contact with Softwareta help please see www.softwareta.com\service
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When the call entitlement has been successfully concluded the call is accepted, a reference number is assigned and processing then continues according to the defined service level.

Service time

The service time is the contractually agreed period in which service is provided on a remote basis. The standard service time varies between countries.

Remote response time

The remote response time designates the time period between call acceptance and when a specialist starts to solve the problem via the phone or remote access.

The remote response time begins within the agreed service time after the call has been accepted; the measurement of time is stopped outside the agreed service time. In other words, it can last until the next day which is covered by the service time.

REMOTE SERVICE

As part of the Help Services Softwareta provides reliable remote access functions which support fast and efficient fault diagnosis and, if necessary, eliminate errors. Remote access to a customer system is only carried out with the customer's approval which can be granted generally or on a case-by-case basis; it usually requires Internet access.

PREREQUISITES

The following prerequisites apply for the service contract. Should one or more of the prerequisites not be met, the services described can only be provided in a restricted manner or possibly not at all.

Remote access

It is assumed with Softwareta Help Pack Software services that remote access is available for Fujitsu. If the customer does not wish to provide any remote access or this cannot be configured for some other reason, the agreed service levels cannot always be met in every situation.

System changes

The Help Pack Software Services can only be provided if the customer provides Softwareta immediately and in writing with details of all the modifications to the service-authorized software product. In the event of any extension, the same service option must be agreed as the one in the existing contract.

LEGAL INFORMATION / GENERAL TERMS AND CONDITIONS

In addition to this data sheet, the following general business terms and conditions of Softwareta Technology Solutions in the respective local version apply (see):

- "General terms and conditions for hardware and software help services of Softwareta Technology Solutions"
- "Supplemental terms for Softwareta Help Packs"

More information

Portfolio

Product Related Services ensure system availability and business continuity of customers' IT systems during all phases of a product's lifecycle. Depending on the criticality of IT systems and processes customers can choose between reactive services and proactive/preventive services.

Product Related Services can be added to both hardware and software product in perfectly tailored packages.

What's more? In order to liberate customers from the significant challenges of tighter budgets and ageing equipment Product Related Services can be purchased together with the hardware/software components on a subscription basis as Hardware as a Service.

Built on industry standards, Softwareta offers a full portfolio of IT hardware and software products, services, solutions and cloud offering, ranging from clients to datacenter solutions and includes the broad stack of Business Solutions, as well as the full stack of Cloud offerings. This allows customers to select from alternative sourcing and delivery models to increase their business agility and to improve their IT operation's reliability.

www.softwareta.com/service
www.softwareta.com/product

Portfolio

Learn more about Softwareta, please contact your Fujitsu sales representative, Softwareta business partner, or visit our website www.softwareta.com/service

Softwareta green policy innovation

Softwareta Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global know-how, we aim to contribute to the creation of a sustainable environment for future generations through IT.

Please find further information at www.softwareta.com/about/environment

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