

Maintenance & Support



Maintenance & Support

Two core services are defined and described in the table below: Warranty and Standard offer.

From Standard services level, as customized SLA, a suitable level of services accordingly to the customer solutions project's needs, is provided per quotation for the customer's project planning and execution. Thus, users' applications as use cases' support services is to be quoted

separately in the customized SLA.

BullSequana Edge

Through the hardware maintenance Global Care services, it is provided availability and flexible service level agreement (SLA), in line with Edge processing. For BullSequana Edge, the base warranty applies for 3 years, according to the condition's details in the Warranty table below. Beside this guaranty, it is proposed a standard level of maintenance and support.

The associated fee is invoiced accordingly to the customer market contract with Atos, in onetime fee or periodically at the start of each payment. Associated with standard service charges, country service

charges (management of M&S operations, spare parts from local stock, etc.) are to be expected and must be included in the Maintenance & Support proposal to the customer.

On site intervention is performed by Bull SAS when deemed necessary by Bull SAS. In such case the intervention should take place during the normal working hours. Intervention prerequisites, in this case, are provided by the operational' Global Support of the products.

Please refer to the following table for the services characteristic's details. For customized SLA, a suitable level of services accordingly to the customer solutions project's needs, is provided per quotation for the customer's project planning and execution.

Thus, users' applications as use cases' support services is to be quoted separately in the customized SLA.

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Maintenance & Support

The following table shows the different features of warranty & standard service level. Depending on the country, it may be adjusted.

Hardware Maintenance*	Warranty	Standard**
Call handling and qualification		
24/7 unlimited request registration via web portal	24hx7d	24hx7d
Interactive management of requests submitted via the web portal	No	Yes
Diagnostic assistance hotline period	No	9am-6pm Mon-Fri ¹
Specialist call-back time	No	4H (normal priority) 1H (Showstopper priority)
Analysis and technical qualification ² : Product hardware and firmware applications excluded).	Yes (no SLA commitment)	Yes faults only (the OS and users (SLA commitment))
Escalation to Global support team (L2)	No	Yes
Escalation to R&D and Provider (L3)	No	Yes
Coverage extension (nights, weekends, public holidays) up to 24h/7d ⁶	No	No
Remote maintenance, remote diagnosis	No	Yes ⁵
Support service		
Service period	9am-6pm Mon-Fri ⁴	9am-6pm Mon-Fri ^{1,4}
Coverage extension (nights, weekends, public holidays) ⁶	No	No
Make available to the customer, firmware corrections & updates via Support Web site (SOL: Solution On Line)	Yes	Yes
On-site or Remote service time for a blocked system ⁷	No.	NBD+2 ²
Spare part delivery target for Severity 1 showstopper Incident ³	No	NBD+2 ²
Spare part delivery target for Severity 2 medium & minor Incident ³	No	NBD+2 ²

¹From 9am to 6pm local time on working days from Monday to Friday excluding public holidays and non-working days, calls notified after 4pm being considered as opened on the next working day.

²On site intervention is performed by Atos field support when deemed necessary by Atos. In such case the intervention should take place during the normal working hours. Intervention prerequisites, in this case, are provided by the operational Global Support; NBD means Next Business Day. It is recommended to have locally to RBU/GBU a set of spare parts.

³Target delivery time within 200km of Atos or Atos authorized logistic center. Several restrictions applied: Both the performance of service and service response times depend upon the time of day your request is received by Atos, parts availability, geographical restrictions, and weather conditions.

⁴Pre-requisite: the system must be made available on desk by the customer. In the case of autonomous installation (far away human-less place, sea ship) use a forecasted system spare and the faulty system must be sent to a defined Atos location beforehand for repair.

⁵Pre-requisite: customer acceptance for remote access to its Edge Network. If VPN network usage, the customer must provide the access.

⁶This option could be issued and quoted according customer requirements.

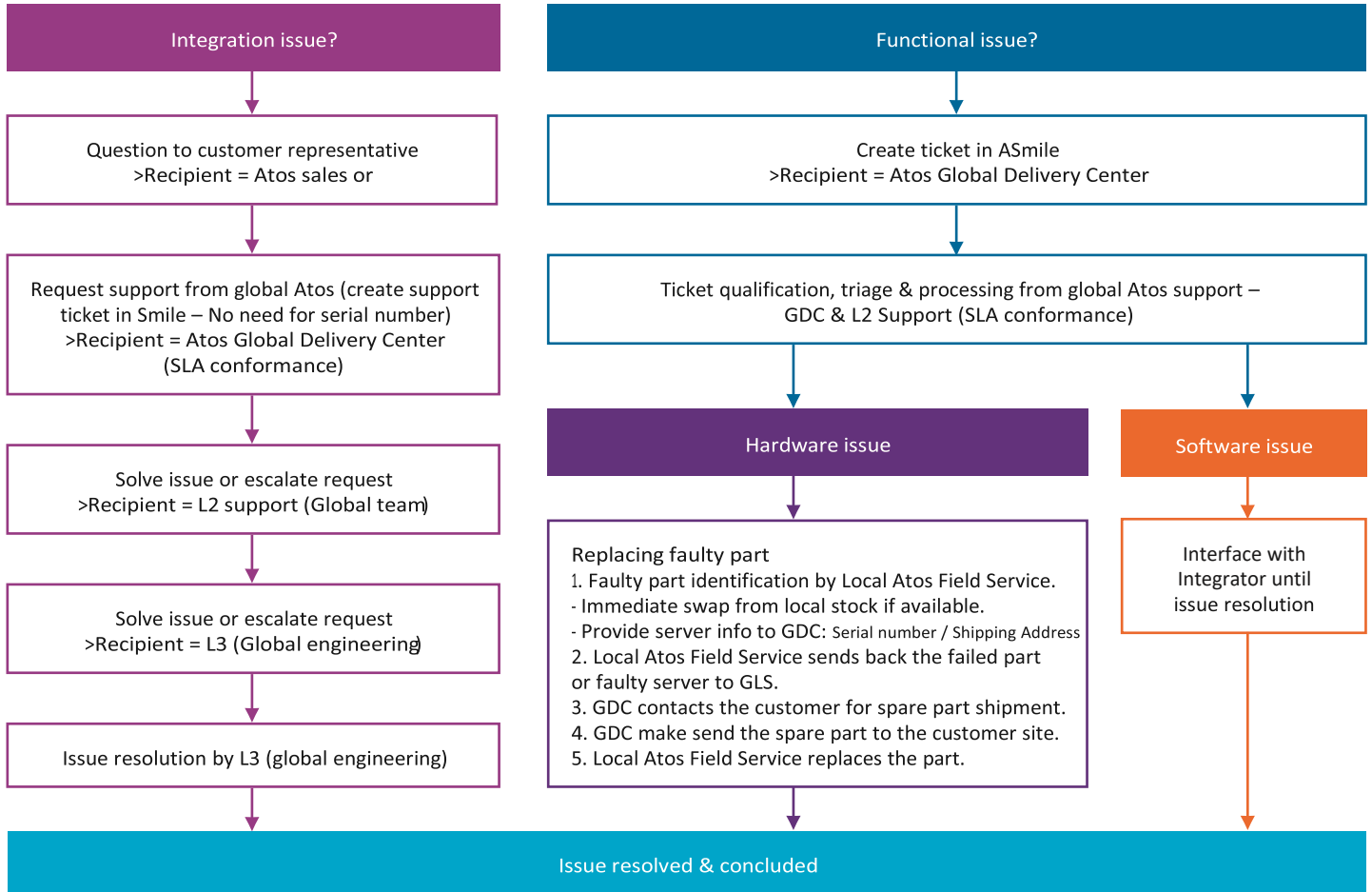
⁷Server returned to Atos producer: in a case of incident where the server is failed and blocked, the decision to send back the server to Atos facilities, for Major Unit Replacement (MUR), for deep analysis can be decided by / after Support analysis. For this reason, for critical usage, it is recommended to have locally to the customer site, a server as backup.

*NB: BullSequana Edge server components as well as the embedded management tools, are considered part of BullSequana Hardware system.

** Country service charges (management of M&S operations, spare parts from local stock, etc.) are to be expected and must be included in the Maintenance & Support proposal to the customer.

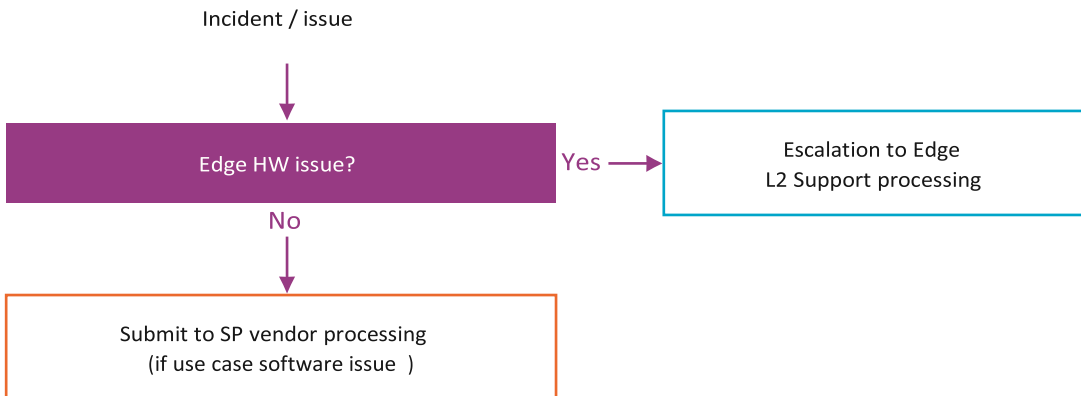
Maintenance/support flow overview

Customer identifies an issue with the Edge server



BullSequana Edge operational maintenance/support flow 1/2

From ATOS fields(Country Dispatch) / Customers- by phone/mail/portal*)

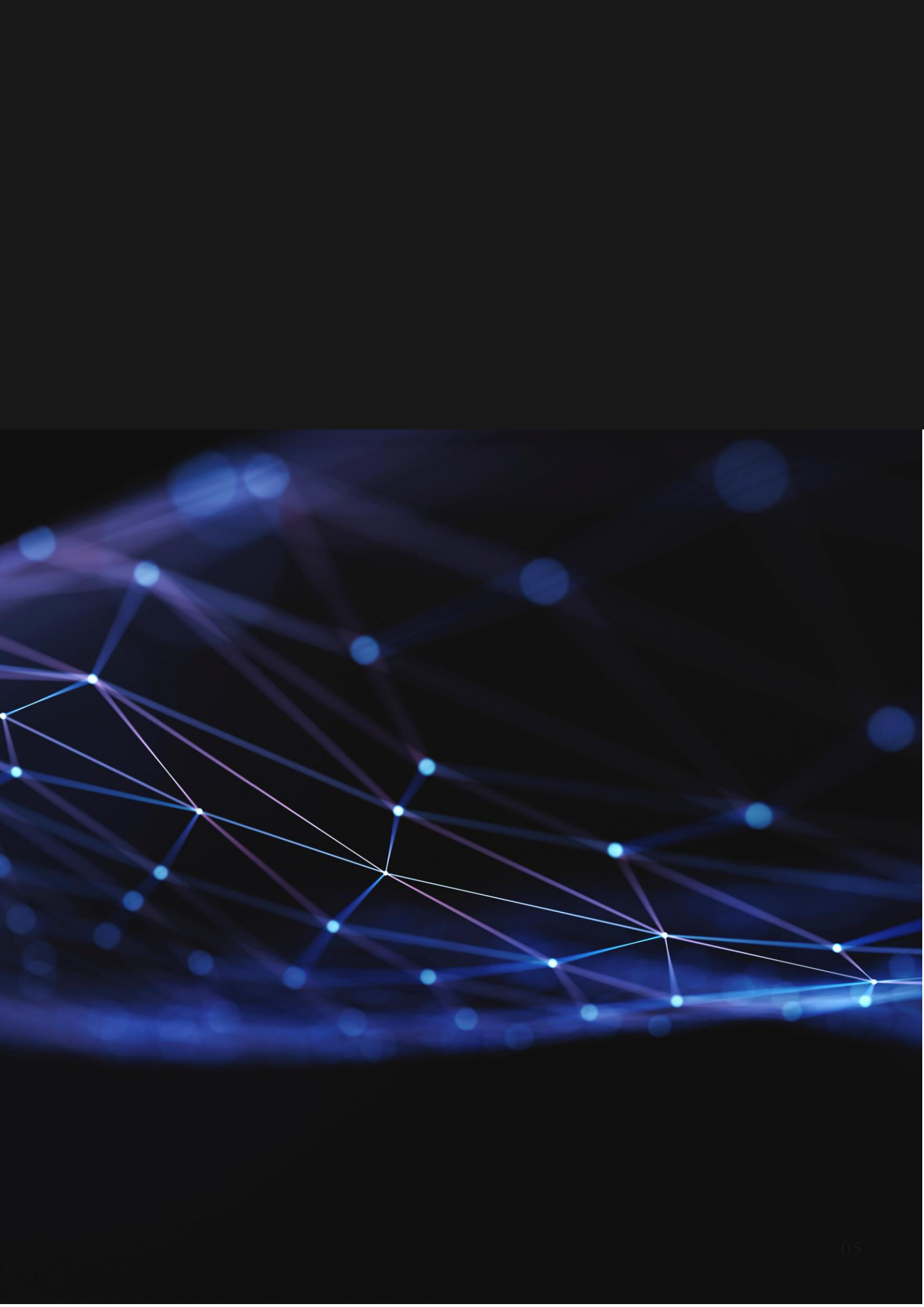


GDC Phone number 24/7: +40 256 256 150

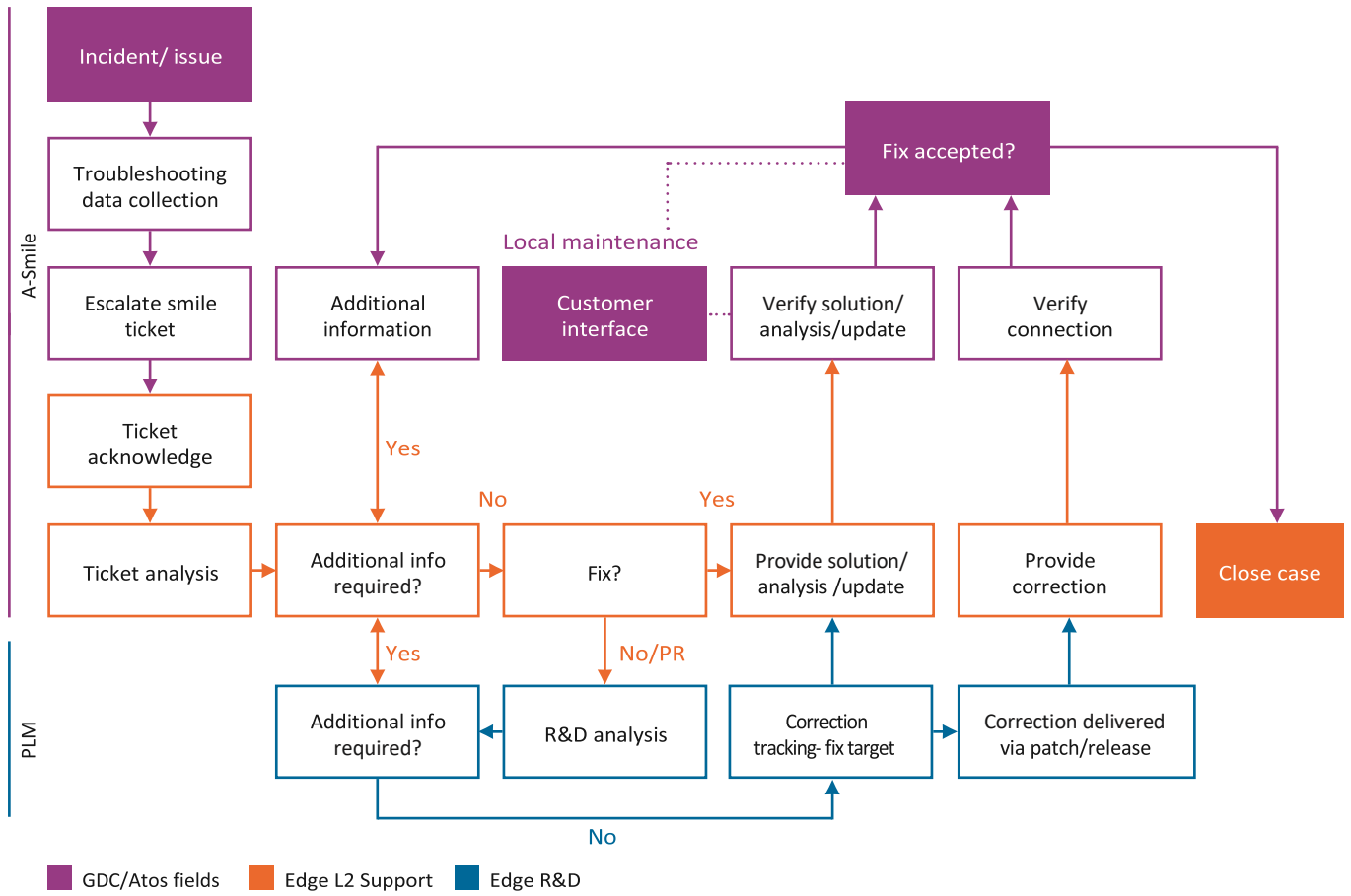
GDC mail address: hepglobalsupport@atos.net Portal - web server: <https://tickets.bull.com/>

BullSequana Edge server components as well as the embedded management tools, are considered part of BullSequana Hardware system. SP: Solution Provider / Partner

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Maintenance & support



BullSequana Edge Maintenance & Support SLA

Problems priority	Descriptions	Specialist call-back time (h)	Workaround (working days)	Resolution (working days)
5 - very high	Showstopper	1	1	7
4 - high	Problem with production high disturb and impact.	2	1	10
3 - normal	Problem with production disrupted moderately with no impact.	4	5	30
2 - low	Problem with production not disturbed and worked around.	8	15	90
1 - very low	New features & Improvements.	n/a	n/a	n/a



Brochure

About Atos

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The purpose of Atos is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

Find out more about us
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Let's start a discussion together



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