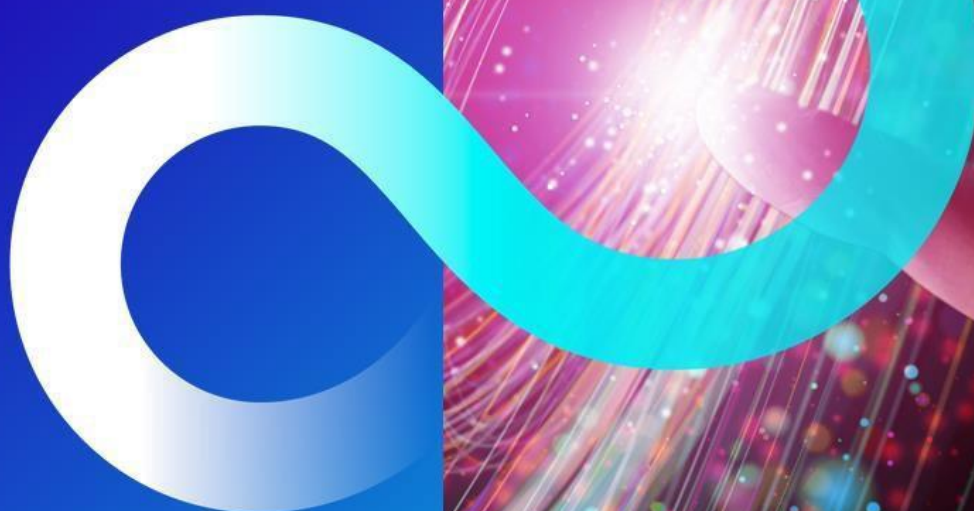


Service Definition

Enterprise Product Support Service (EPSS)

FUJITSU



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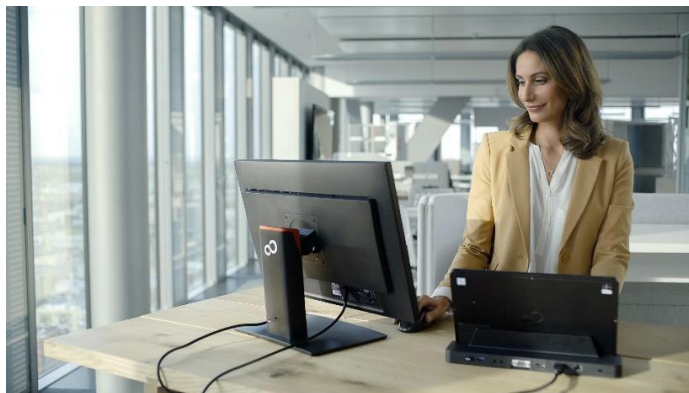
Enterprise Product Support Service Overview

The Enterprise Product Support Service (EPSS) is a comprehensive, cost-effective managed software product escalation support service on all Microsoft software products, delivered in partnership with Microsoft. The flexible Service is designed to scale to suit the Customer, and to complement and augment the Customer's own in-house technical teams and skills. It's a suitable replacement for competing services like Microsoft Premier Support and Microsoft Unified Support.

Scope of Service

Enterprise Product Support Service provides the following core service elements:

- **Support Requests:** break/fix software support where we provide definitive solutions, workarounds, and explanations in response to error messages and observed unexpected behaviours. Additionally, we provide support-orientated advice and guidance on Microsoft products. Support Requests can be raised on any Microsoft product and version, subject to the Microsoft Support Lifecycle.
- **Technical Account Manager (TAM):** an assigned individual to work with the customer to provide service delivery management, reporting, proactive support information, contract administration, and general advocacy. The customer has the assurance that the TAM has a direct management escalation link back to Microsoft.
- **Citrix Support Option:** This service element extends the Support Request service element to provide support for Citrix software products (not Networking products), with the same features as outlined above.
- **Microsoft-delivered Service Element Options:** This can include access to online training and webcast materials, specialist Dedicated Support Engineer (DSE) hours pools, Azure Rapid Response (ARR), and many more services.



Key Features

Key features of Enterprise Product Support Service:

- A cost-effective support service that is sized to meet your needs
- Reactive Support priced by the case, not by hours or according to licenses – significant cost-saving
- Better-quality service with UK-based Technical Account Manager and engineers
- Leverage our long heritage of Microsoft support expertise, backed by Fujitsu's global partner relationship with Microsoft
- Management escalation line of sight back to Microsoft for your assurance
- Vendor neutrality - A trusted independent voice on Microsoft
- Support for Amazon Web Services (AWS) as standard - this augments and leverages the customer's existing support service direct from AWS

How EPSS Works

Enterprise Product Support Service allows:

- The Customer specifies who in their organisation has access to our service through a Named Contact List they control. There are no limits at all on Named Contacts, and the list can be updated as needed.
- The Customer specifies who in their organisation receives valuable proactive support information from both Microsoft, and our own support specialists. Pushing knowledge to the left empowers our customers' own IT staff and reduces both infrastructure downtime, and the need to raise Support Requests. This translates directly to a cost-saving.
- Customers can raise high-severity Support Requests 24x7x365, and non-critical Support Requests during Normal Business Hours.
- Support is delivered entirely from the UK – no follow-the-sun, no cross-border hand-offs. All support is in English.
- “Reasonable Endeavours” support service on Microsoft product versions that are out of Support Lifecycle support.
- Fujitsu places no limitations at all on how Customers use this Service. The Service can be used globally and can include support extended to the Customer's contractors, partners, and trusted third parties.
- Sizing and scaling the Service is flexible and cost-efficient, ensuring Customers only buy what they need and will use. Proactive and value-add Services can be purchased as needed – no crystal ball required!
- Most Microsoft-delivered service element options can be bought and consumed on an as-needed basis ensuring value for money. However, consider that these options are scheduled, not reactive, and lead times may be significant.

Service Hours

Normal Working Hours are 0800-1730 UK time, Monday-Friday, excluding English public holidays. During this period, Support Requests of any severity can be opened and receive service. The Technical Account Manager is available during this period.

Outside of Normal Working Hours, Severity-1 Support Requests can be raised and will receive service. The Out of Hours Duty Manager fulfills the Escalation Management role of the Technical Account Manager during this period.

Deliverables

The service provides the following deliverables:

- Discovery Report at service start
- Quarterly Service utilisation and review reports
- Optional Open Case Reports as often as required
- Email confirmation of all Support Request case open and closure details
- Proactive support information throughout the contract term covering known issues, best practice, support lifecycle, security and product best use

Add-on services

Fujitsu can deliver great-value packaged infrastructure health-check services on the following Microsoft products and technologies:

- Active Directory
- Exchange Server
- SharePoint Server
- SQL Server
- Windows Server
- Windows 10

Commercial

Minimum and Maximum Terms

The minimum contract term is 12 months. The maximum contract term is three years.

Termination Terms

The contract is paid for in advance.

Supplier Termination

Not applicable.

Service Constraints

The following high-level items should be noted:

- The service is English language only
- Non-Sev-1 Support Requests can only be raised and worked during UK normal working hours
- Our Service is delivered subject to vendor support lifecycle phase constraints
- This a remote Service - there is no on-site element to this Service
- The Service covers operational technical support, not solution design, performance optimisation, or coding/scripting.

See our Contract Service Description for full details.

About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

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