

# Stratus® Avance™ Software Support

When availability is critical, our services deliver

Stratus Avance software support provides premier-level service that helps you achieve and sustain the highest levels of availability for Avance-based information technology solutions. Our global support organization uses a team problem solving approach that enables us to deliver responsive support geared to your business hours and service level requirements.

You can count on Stratus for fast relief from high-impact issues, timely incident resolution, quality fixes and prompt attention to routine support requests and maintenance updates. Just ask our customers. Stratus support services are second to none for uptime protection. From experience we know exactly how the myriad factors in an IT infrastructure can produce downtime. We work with you to understand the root cause. Then we fix it. Period. There's no runaround, no having to call someone else.

## Enhanced software support coverage

At Stratus, exceptional service is standard. As your business partner in uptime assurance, we are dedicated to enabling your success with 24/7 software support coverage that addresses the specific needs of high-availability and virtualized environments. Our high-priority service model ensures around-the-clock remote monitoring with engineer response time to critical calls within sixty minutes of notification. This comprehensive coverage is just one of the reasons why Avance high-availability virtualization software is the ideal solution for small-to-medium businesses and distributed remote locations that lack specialized onsite IT support. And, the Avance software support offering is part of a broader portfolio of solution services designed to accommodate your IT requirements as your business grows.

## Professional and managed services

Stratus and its partners can supplement your IT resources with solutions that are fully customized for your business. These complementary solutions services encompass a range of technology-enabled services, including comprehensive support for recovery services, change management, performance management, security and virtualization as well as management of multi-vendor IT infrastructures.

## Stratus Avance Solutions Services

Professional  
Services

Avance  
Software  
Support

Managed  
Services

**Proactive Availability Management**  
24/7 monitoring and support for Avance  
high-availability virtualization solutions

Stratus' proactive availability management services help you take complete advantage of the industry's most effective uptime protection.

Our trusted uptime assurance advisors work with your staff to perform technology assessments, make design recommendations and implement solutions that drive end-to-end business performance.

We understand that even small to medium size companies have critical processes that are essential to running their business. But the in-house expertise needed to analyze, design, transition and implement high-availability processes — or to address critical requirements such as business continuity, disaster recovery and virtualization planning — may not be readily available. And, without proper planning, even a technically brilliant effort is destined for an unwelcome fate.

Lack of attention to processes and human factors are often to blame. For business-critical IT services, the stakes are high, placing high-priority objectives such as improved disaster recovery and data integrity at risk. With more than two decades of IT availability innovations, Stratus delivers the specialized expertise you need to keep your business solutions operating at peak performance, at a cost you can afford.



## Coverage geared to the needs of small-to-medium businesses and distributed remote locations.

Avance Software Support Services	
Service Component	Coverage
Access to software advice	24/7
Critical problem engineer response time	60 minutes
Access to availability engineers to address critical problems	24/7
Web-based support portal access	24/7
Software update subscription	Included
Remote monitoring	24/7
Secure remote access	Internet bi-directional
Contract term	One- or multi-year terms available; Automatic renewal

### Uptime Assurance Partner

Stratus products and services have been recognized as the gold standard of continuous computing for more than two decades. Our Avance Software support offerings capture this exceptional advantage for you, with resources and skills that optimize the availability of your critical applications.

### Operational simplicity

Our services combine consistent processes, real-time communication, and multi-vendor collaboration that save time for your IT and operations staff — while protecting uptime better than alternative offerings.

### Financial advantage

There is no better partner than Stratus when it comes to reducing exposure to the costly consequences of downtime. Put our specialized knowledge of failsafe computing to work, and you'll also be positioned to minimize cost structures and make the most of your technology investments.

### Competitive advantage

The holistic lifecycle approach to availability brings clear competitive advantages to any business. Availability protection, performance assurance, consistent processes and productivity, compliance maintenance and recovery planning ensure you are ready for virtually anything that could threaten your business in the event of high demand or disaster.

Find out what other Stratus 24/7 Worldwide Solutions Services can do for you:

- **Solutions Services**  
<http://www.stratus.com/services>
- **Customer Education/Professional Certification**  
<http://www.stratus.com/education>
- **Support and Documentation**  
<http://www.stratus.com/support>



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