

ftScalable™ Storage Hardware Installation Service

Measurable business value

•	Assurance of uniform array hardware installation as per the product specifications
•	Availability of the Stratus certified service specialist to answer questions during the installation process
•	Streamlined operations with Stratus knowledge and skills transfer
•	Identification of potential downtime risks due to environmental issues

Key deliverables

- Proactive site planning to get your system up and running fast
- Expert hardware installation services
- Customer orientation session
- Configuration reference document

Maximize Reliability and Performance

Proven, uniform installation services provide the foundation for data storage reliability and performance. Let our experts ensure that your new ftScalable storage system is installed smoothly, efficiently, and with minimal disruption to your business operations.

ftScalable Storage Hardware Installation Service (Hardware Only)

Your staff works alongside a Stratus certified service professional to qualify the proper hardware installation of your ftScalable Storage array.

Service planning activities will include:

- Verification via telephone that all service prerequisites have been met
- Scheduling of the service at a mutually agreed-upon time
- Review of power and space requirements
- Creation of your ftScalable storage hardware installation plan

Hardware installation activities will include:

- Confirmation of hardware setup requirements
- Rack-mounting of your array
- Install host bus adapters and associated drivers
- Installation of ftStorage hardware components
- Connection of the ftStorage array to the ftServer system
- Array firmware upgrade
- Power up the ftScalable Storage Array
- Initial ftScalable array diagnostic
- ftScalable storage hardware orientation session
- Configuration reference document

Service Limitations

The following activities are not included in the service:

- Implementation, design and advanced optimization of virtual disks, LUNs, host-based logical volumes and associated file system structures (offered as a separate solutions services)
- Perform array configuration software orientation
- Reconfiguration of existing environments
- Installation of host-based operating system patches and upgrades
- Migration of existing data to the new ftScalable Storage array configuration
- Configuration of any optional software products
- Data Backup and Recovery Design and Implementation (offered as a separate solutions service)
- Installation service fees cover work performed during local Stratus business hours, Monday through Friday. Installations performed outside of normal local Stratus business hours, or at sites

outside of a designated Stratus service center radius (100 miles, 160 kilometers), may be subject to additional charges.

- To be eligible for delivery of this service the Customer's existing operating system platform must be supported by and be compatible with the Stratus ftScalable Storage Array being installed.
- Any services not clearly specified in this document

Why choose Stratus?

Stratus is a leader in the development of fault-tolerant hardware, failsafe system software and tightly integrated availability support services. Since 1980, Stratus servers have powered many of the world's most mission-critical applications. We understand how to keep business-critical availability high and costs low. Call on our global team of availability specialists to discover how Stratus Installation Qualification (IQ) and Operational Qualification (OQ) services can provide measurable business value.

For more information on how Stratus Implementation Services can meet your needs, contact your local sales representative or visit <http://www.stratus.com/services/ps/implement/index.htm>

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