

ftScalable™ Storage Remote Array Configuration Service

Measurable business value

•	Assurance of uniform array configuration per the product specifications
•	Availability of the Stratus certified service specialist to answer questions during the configuration process
•	Streamlined operations with Stratus knowledge and skills transfer

Key deliverables

- Expert remote array configuration services to get your array up and running fast
- Validation testing to confirm configuration
- Customer orientation session
- Configuration reference document

Maximize Reliability and Performance

Proven, uniform array configuration services provide the foundation for data storage reliability and performance. Let our experts ensure that your new ftScalable Storage Array is configured smoothly and efficiently.

ftScalable Storage Remote Array Configuration Service

Your staff works remotely with Stratus' certified service professional to qualify the proper configuration of your ftScalable storage array.

Service planning activities includes:

- Verification via telephone that all service prerequisites have been met
- Scheduling of the service at a mutually agreed-upon time
- Review of your design specifications for virtual disks, LUNs, host-based logical volumes and associated file system structures
- Validation of the written implementation plan based upon your application performance and availability needs

Array configuration activities include:

- Implementation of virtual disks, LUNs, host-based logical volumes and associated file system structures based on your design specifications
- Remote initialization of ftScalable storage array
- Confirm that virtual disks can be utilized by the host operating system
- Remote ftScalable storage configuration software orientation
- Review of test scripts, array diagnostics and basic troubleshooting procedures
- Configuration reference document

Service Limitations

The following activities are not included in the service:

- Array hardware installation services
- Reconfiguration of existing environments
- Advanced optimization of the virtual disks, LUNs, host-based logical volumes and associated file system structures (offered as separate solutions services)
- 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 separated solutions service)
- Configuration service fees cover work performed during local Stratus business hours, Monday through Friday. Configurations 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.
- To be eligible for delivery of this service the Customer must provide Stratus service professionals remote control access to the ftScalable Storage Array being configured.
- 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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