

# Stratus ftService Offerings for ftServer Systems



ftService coverage gives you a level of uptime assurance that you can't get from the "break-fix" services offered by other vendors.

## Service with a difference

With Stratus, you can rest assured your essential business applications will be online, all the time. Our proactive ftService<sup>SM</sup> offerings focus on preventing downtime and data loss — an advantage that far outweighs the "break-fix" support offered by other vendors.

When you pair Stratus<sup>®</sup> ftServer<sup>®</sup> systems with these proactive services, you benefit from the highest uptime for Microsoft<sup>®</sup> Windows Server<sup>®</sup>, Red Hat<sup>®</sup> Enterprise Linux<sup>®</sup> and VMware<sup>®</sup> vSphere<sup>™</sup> operating environments.

## Automated uptime layer

Your first line of defense against downtime is embedded into every ftServer system we sell. Stratus' unique automated uptime layer software constantly monitors more than 500 system components and sensors to identify, handle and report faults — before they impact your system. If a component needs replacement, the software automatically orders the correct customer-replaceable part. Parts are easily replaced, without tools or specialized training, while your system continues to run.

## Proactive availability management

Stratus' proactive availability management combines our advanced technologies with industry best practices backed by our three decades of availability expertise. Stratus support technicians monitor your system over our secure global ActiveService<sup>™</sup> Network (ASN). Leveraging information provided by the automated uptime layer, these experts are at the ready 24/7 to remotely diagnose and remediate more complex issues.

Our cost-effective ftService options guarantee secure access to on-demand service no matter where in the world your system is located. There are no hours of waiting for a repair technician to show up — hopefully with the right part — to get your business back online. Everything a service technician can do onsite, Stratus' proactive availability management does remotely. These unique capabilities enable Stratus service engineers to troubleshoot and resolve problems online 99% of the time.

All the while, your business applications and operations continue to run as normal, with no intervention from your IT team.

Uptime. All the time.



## ftService online support keeps you covered around the clock, no matter where in the world your servers are located



### Your single source for comprehensive support

Stratus provides a single source of accountability for complex inter-related platform, system software, and operating system (OS) support issues. We allow our customers to declare the severity level of incidents and we assume ownership for problem resolution throughout your system's entire life cycle. Our global crisis management system gives you priority engineering response to a telephone or web service request in as little as 15 minutes.

### Root-cause analysis prevents problem recurrence

The automated uptime layer reports a depth and frequency of diagnostic information that is unmatched in the industry. Hardware and software issues are captured, analyzed, and reported to Stratus. This in-depth diagnostic information gives authorized support engineers the details they need to determine the root cause of issues related to the hardware or operating environment. Engineers are also able to draw upon configuration information, including firmware revision levels and a complete incident history.

**We can perform root-cause analysis on all types of hardware, software, and network connectivity issues even if they are unrelated to your Stratus hardware or software**

## ACTIVESERVICE MANAGER

### ONLINE SUPPORT TOOLS

Get instant access to critical information through Stratus' comprehensive set of online support tools.

- Global incident management system:**  
 Allows you to submit, track, and resolve issues quickly and easily
- Stratus knowledgebase:**  
 Provides access to thousands of known problems and solutions based on more than 30 years of expertise in assuring uptime
- Comprehensive support library:**  
 Includes product manuals, release notes, software patches, part numbers/service designations, site planning guides, and more
- Collaborative services gateway:**  
 Features TSANet, a worldwide, multi-vendor alliance that offers an industry-wide forum for the prompt resolution of complex interrelated support issues

Stratus' online knowledgebase acts as a repository that tracks events across the entire installed base of systems, enabling us to identify and take remedial action on trends and defects before they pose problems. We also use this data to improve future product and service capabilities.

## Our support options meet a spectrum of uptime needs — efficiently and cost-effectively

### Total Assurance Service

Select Total Assurance coverage for comprehensive, top priority support every step of the way. Our most popular service among customers with business-critical applications, this plan features:

- Uptime Guarantee<sup>1</sup>
- Vendor collaboration
- Full operating system support
- 24/7 engineer response to a critical call within minutes
- Around-the-clock system monitoring
- General root-cause problem determination
- Uptime Assurance software subscription

If a critical availability problem arises, management escalation brings it to the attention of our executives — ensuring that the right resources are at work on the most rapid resolution possible.

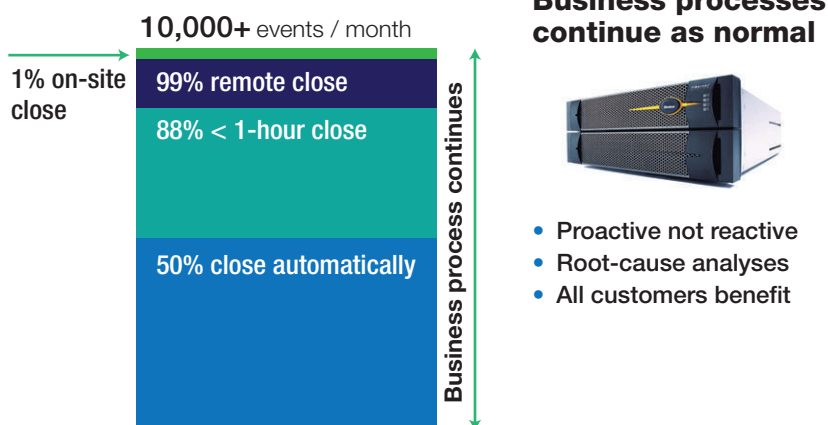
### Comprehensive Operating System Support:

Collaborative services with partners enable us to isolate the root cause of OS issues and provide a permanent fix. As a Microsoft Gold Certified Partner, Stratus has earned the highest level of certification for quality and customer satisfaction. Additionally, when you purchase Red Hat Enterprise Linux or VMware vSphere ESX® OS support from Stratus, we will work closely with your OS subscription support provider to resolve Stratus hardware and system software issues.

### Virtual Machine Root Cause (vmRC):

This unique option provides root cause determination down to the line of code and a permanent fix for software issues that occur in Red Hat Enterprise Linux and Microsoft Windows Server® 2003 and 2008 virtual machine environments.

## Stratus resolves service issues online 99% of the time



*Our proactive, location-independent delivery model begins at the first sign of an issue and doesn't stop until your problem is fully resolved.*

### System Assurance Service

System Assurance coverage is your choice when you need high-priority response, but may not require full operating system support. This plan features:

- 24/7 engineer response to a critical call within minutes
- Around-the-clock system monitoring
- Management priority escalation
- General root-cause problem determination
- Uptime Assurance software subscription

Basic OS support is available as an option for this service level.

Uptime. **All the time.**

## ftServices Portfolio

for ftServer systems running Windows Server, Red Hat Enterprise Linux and VMware vSphere operating environments

ftService Coverage Features	Total Assurance	System Assurance	Platform Support	Hardware Support
Uptime Guarantee <sup>1</sup>	■			
Vendor collaboration	■			
Full OS support, including patches / updates <sup>2</sup>	■			
Executive problem escalation	■	■		
Assigned service account manager	■	■		
Emergency onsite response <sup>3</sup>	■	■		
General root-cause problem determination	■	■		
Uptime assurance layer software problem: root-cause determination	■	■		
Access to uptime engineer	24/7	24/7		
Proactive system monitoring (ASN)	24/7	24/7	24/7	
Uptime assurance software upgrades	■	■	■	
Support planning review	Quarterly	Semi-annual	Annual	
Software support response	< 30 min.	< 60 min.	< 2 bus. hours	
Hardware support response	< 30 min.	< 60 min.	< 2 bus. hours	< 4 bus. hours
Initial incident response	24/7	24/7	24/7	8/5
Advanced parts exchange / parts repair	Next bus. day	Next bus. day	Next bus. day	Two bus. days
Contract term: years	One or multi	One or multi	One or multi	Three

<sup>1</sup> Provides financial protection against any unplanned downtime. Only Stratus offers this level of commitment to uptime. Terms and conditions apply.

<sup>2</sup> When Red Hat Enterprise Linux or VMware vSphere Editions are purchased from Stratus, customer's are required to order the software license, Support and Subscription (SnS) service and a Stratus ftService offering.

<sup>3</sup> Where available.

### Learn More About Stratus 24/7 Worldwide Services

- **Professional and Managed Services**  
<http://www.stratus.com/services>
- **Support and Documentation**  
<http://www.stratus.com/support>
- **Technical Training and Education**  
<http://www.stratus.com/education>

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