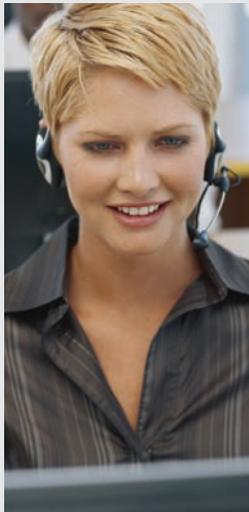
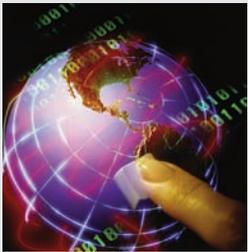


Managed Services Buying Guide

Eight ways to sustain 99.999% SLAs for vital business processes. In the real world.



Mission-critical SLAs demand mission-critical managed services.



Budget cuts. A troubled economy. Fewer IT professionals asked to do more.

When mission-critical service levels are threatened by a perfect storm of challenges, you have to act to protect your company's most important business capabilities. Managed IT services look promising for their ability to reduce fixed costs, but most fall short of providing the lifeline your organization needs.

Traditional managed services achieve economy of scale by standardizing operations across large numbers of systems. The model works for general and administrative applications, but lacks robustness for functions that are mission-critical. Using one-size-fits-all support to ensure critical service level agreements (SLAs) leaves you at risk of expensive service interruptions and downtime.

Stratus offers managed services to cover hardware, software and infrastructure provided by any vendor.

Robust and cost-effective: Stratus

Stratus® Mission-Critical Managed Services bring operational efficiency and enable you to variabilize costs just like general-purpose managed services. Now for the differences: Mission-Critical Managed Services focus exclusively on your most important business capabilities and processes. So you are able to achieve exceptional availability where your organization depends on it.

Stratus' managed services are uniquely geared to service levels that ensure "five nines" of business process availability, or 99.999% — less than five minutes of downtime annually. Compare that with conventional managed services that at best aim for 99% availability (87 hours and 36 minutes of downtime annually).

Our approach goes beyond even the best practices and governance principles including ITIL® and COBIT® that serve as a base for surrounding your business capabilities with the right protection.

World-class availability comes from services customized specifically for your business and your goals. Delivery is by technology-enabled services and specialists in the mission-critical domain, backed by Stratus Technologies. For nearly three decades our continuously available servers and services have enabled the world's most demanding environments. Today we offer managed services to cover IT hardware, software and infrastructure provided by any vendor.

Count on Stratus Mission-Critical Managed Services to:

- Protect availability of your mission-critical applications from end-to-end
- Guarantee service levels to ensure the IT performance your business demands
- Assure performance for transactions and business processes that span networks and locations
- Maintain compliance with stringent regulatory, industry and best practice requirements
- Reduce fixed costs while sustaining or improving business service uptime
- Shorten time to value. Stratus' monitoring interface is easily and quickly deployed using a Software-as a Service or on-demand model.

Availability and performance by design with 99.999% service levels. Guaranteed.



A typical IT managed service has to fit your applications into the provider's standardized support model. With Stratus Mission-Critical Managed Services, your business capability is the starting point for developing a custom service design. You can look forward to superior levels of availability at an attractive, adaptable cost structure.

With Stratus Mission-Critical Managed Services, your business benefits from cost and flexibility advantages that compare well with traditional managed services. Yet our managed services are customized to deliver exactly what your service levels require, and always put priority on the business-critical.

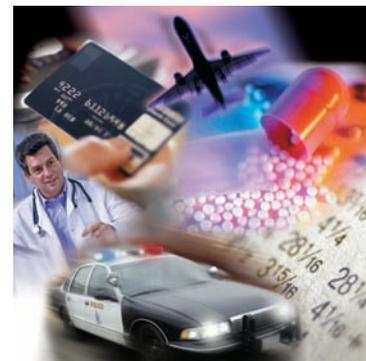
Eight proven ways to sustain mission-critical SLAs :

1. Establish a focus, and dedicate IT resources to preserving core business capabilities and processes.
2. Conduct a business impact analysis (BIA) to establish recovery time objectives (RTO) and recovery point objectives (RPO). For critical functions RTO may approach zero: RPO may specify that data loss is unacceptable.
3. Choose technologies and processes designed to achieve 99.999% SLAs or better.
4. Implement preventive/predictive problem resolution and controlled and predictable change management processes, to eliminate disruptions in service.
5. Prioritize service delivery metrics: put business capability first, then availability, followed by other key performance indicators (KPIs).
6. Select mission-critical service delivery that adapts to business processes, tools and systems already in place. Look for mission-critical services able to co-exist with traditional managed services.
7. Use 24/7 follow-the-sun IT support to provide seamless global coverage and ensure business continuity.
8. Apply continuous improvement methodologies to ensure SLAs are met now, while sustaining service-level performance over the long term.

Maximizing availability has been the Stratus mission for nearly three decades — let us do it for you.

Don't put your business at risk.

For vital business capabilities and processes that depend on above-average service levels, the average managed service is not enough. You have too much at stake when an essential business process is impaired or unavailable: millions of dollars can be lost. Customers turn to the competition. Reputations suffer. Lives may even be at risk.



Business impact drives every aspect of service delivery.



Rely on Stratus when business continuity matters.

Your engagement with us begins with a Mission-Critical Business Impact Analysis (BIA). Everything flows from ensuring that your organization's essential business functions are prepared to operate how, when and where needed.

The Mission-Critical BIA examines processes and current IT support models to understand the impact of downtime. Risk is assessed; key technologies, processes and people are identified. Dependencies and factors specific to your situation are factored in: such as peak activity periods, time-sensitive processing requirements and 24/7/365 operation.

The BIA guides specifications for a risk- and cost-appropriate service design that is tuned to your unique business capabilities and processes. Custom SLAs are developed. These SLAs reflect critical key performance indicators (KPIs), such as recovery point (RPO) and recovery time objectives (RTO), in addition to secondary KPIs without a direct impact on business capability or service availability.

If remediation of your IT infrastructure is required, the Mission-Critical BIA will recommend a plan. Business continuity and disaster recovery planning are considered. We take a lifecycle view that anticipates the change and growth of your environment over time.

It's about failure prevention, not just recovery

Your customized Mission-Critical Managed Services plan is built around avoiding failures, not just recovering after your business capability has been affected. And like the best of traditional managed services, Stratus' mission-critical services are grounded in best practices and governance principles such as ITIL, COBIT, Six Sigma® and ISO 9001. Then we go the next step.

Predictive and preventive design

Delivering on this predictive, preventive Mission-Critical Managed Services design calls for increased rigor in disciplines that include change management. For example, protecting against exposure to service disruption may call for testing software changes at multiple levels before rolling out those changes to your production environment. Testing over a period of time will uncover hidden dependencies, and validate performance under load and end-to-end.

Of course, using monitoring tools and automation are among the practices you would expect a capable managed services provider to apply. The difference is that our Mission-Critical Managed services don't stop at keeping tabs on the general health and welfare of your systems.

Your team of Stratus availability experts builds a sophisticated model of your mission-critical IT infrastructure, using real-time dashboards and historical data to achieve unrivaled troubleshooting and continuous improvement. Root-cause analysis allows us to take successful corrective action and prevent recurrence. We also employ predictive, preventive analytics to keep your business capability running at its best.

To assure consistent service delivery, workflows are defined for responding to IT events such as performance management alerts and alarms. We integrate with help desk, trouble ticket and incident management systems already present in your environment, whether maintained by your internal team or another managed service provider. Workflows use ITIL methodologies to provide the audit trails required in highly regulated environments.

Stratus Operations Control Centers on three continents provide 24/7 coverage using a follow-the-sun model.



With Stratus, your business capability is always #1.



Trusted Availability Advisors design workflows and a support model customized to your requirements.

With Stratus Mission-Critical Managed Services, keeping your vital business capabilities in top form is the performance indicator that matters the most. Count on Stratus for services that maintain:

- **Business capability:** keeping your business capabilities and processes executing at full availability and performance is the always most important measure of what we do
- **Availability capability:** the second-highest priority is operating with redundancy and failover capabilities intact.

Hardwired for availability

Stratus Availability Experts know from experience that sustaining end-to-end availability is an ongoing practice rather than a one-time event. You benefit from a team of seasoned professionals plus a culture of 24/7 service. Availability is in our organizational DNA; it's our reason for being and informs everything we do. As a company, our value proposition has always been rooted in maximizing uptime.

Built for better service levels, lower cost.



Stratus preventive and predictive services design goes far beyond the norm

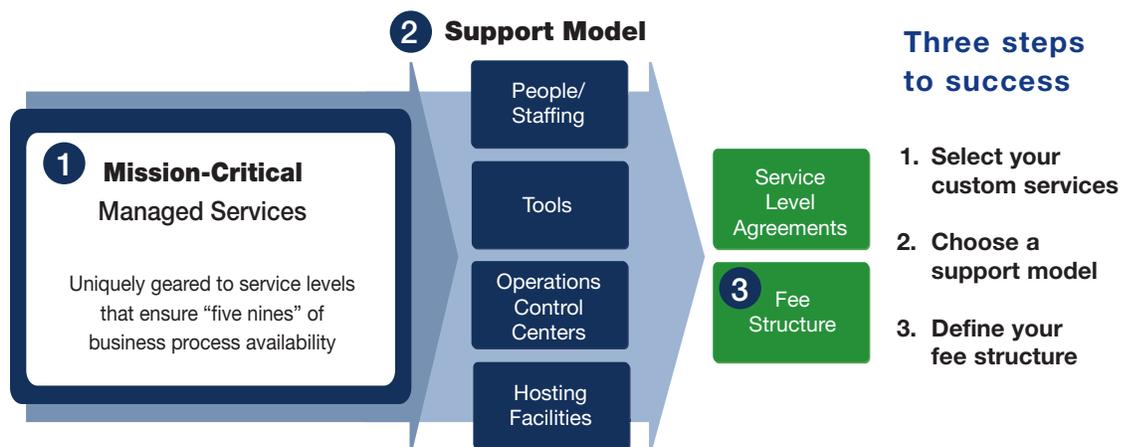
Tailored mission-critical support provides the right mix of staffing, tools, operations control centers and hosting facilities to match your organization's needs.



Custom SLAs and a flexible fee structure maximize your return on investment.



Benefit from availability-centric services.



Stratus Mission-Critical Managed Services Capabilities

Service Component	Description
System Administration	Assumes complete responsibility for all system software: evaluation, installation, testing, upgrades, replacement, troubleshooting, primary vendor contact as well as server access and security controls.
Application Mgmt.	Predictive application monitoring models behavior and issues alerts when parameters are breached.
Security Management	Proactively ensures adherence to security settings and compliance with best practices and corporate guidelines to maintain integrity and operational status of the environment.
Performance Mgmt.	Provides implementation of real-time performance monitoring, reporting and trend analysis.
Console Operations	Proactively monitors KPIs for system health/application performance using enterprise management tools. Covers problem response, escalation, coordination.
Capacity Management	Measures/monitors capacity including transaction volumes, response time, database growth and headroom. Includes regular proactive reporting and reviews of business operations.
Hardware Management	Installation, de-installation and ongoing maintenance of servers.
Storage Management	Manages/maintains application storage needs: disk space, utilization, rebuilds, volume initiation.
Middleware Management	Assumes complete responsibility for all middleware system software: evaluation, installation, testing, upgrades; maintains all parameters for middleware.
Backup/Recovery	Implements/maintains data backup and restore processes.
Disaster Recovery	Minimizes business disruptions and provides expedient recovery from short- or long-term outages.
Database Management	Provides installation setup and configuration of all database software. Includes ongoing maintenance and operational support of the software in production and QA environments.
Service Management	Combines Stratus' 25-years of availability best practices with widely recognized framework (ITIL) in IT service management. Leverages automated workflows and continuous improvement.
Change Management	Streamlines initiation, approval and tracking of system changes and maintains comprehensive updated documentation of both planned and emergency changes.
Incident/Problem Management	Accountable for all problem resolution across designated client environment. Drives issues to closure via client communications and incident management systems.
Virtualization	Optimizes hardware utilization and increases flexibility with physical-to-virtual server migration and other services, including total management of your virtualized environment.

Count on real-world results proven to exceed expectations.



Stratus Mission-Critical Managed Services have delivered 100% business capability for this client's global operation — from the beginning.

A global Fortune 100 financial services company called on Stratus to help them rearchitect their continuous availability IT systems and support functionality that enable a core business operation.

The proof is in the outcome

The nature and scale of the company's business imposed the toughest demands on the new solution. The technology would have to meet 24/7 uptime for at least the next decade. Perhaps even more important, the company had to implement the right operational support model to ensure end-to-end service levels would be met while delivering impeccable availability and responsive performance.

In addition, this client company needed flexibility to rapidly respond to changes in its business climate.

Custom SLAs, end-to end solution

The client selected fault-tolerant Stratus ftServer® systems running the Red Hat® Enterprise Linux® operating system for the technology platform. Stratus Mission-Critical Managed Services were chosen to provide operational support for all of the Stratus and non-Stratus equipment that is integral to this operation.

Working closely with the client, our Trusted Availability Advisors designed a support model and

workflow that fit the client's operational needs precisely, drawing from best practices and industry governance guidelines. Using our mission-critical methodology and practices, which include preventive and predictive IT management tools, the Stratus team began managing the relevant application, middleware, database and server hardware.

In this multi-phased rollout, additional technology components and more geographic locations are being added to the managed service environment monthly. All the while, the IT environment has to sustain 99.999% or better availability and deliver on SLAs around the clock.

Business impact

Since the production proof of concept, our Mission-Critical Managed Services have delivered 100% availability, surpassing expectations and giving the client complete confidence. A range of services are being deployed to cover the IT infrastructure that supports this particular business-critical process worldwide. Stratus Operations Control Centers on different continents are not only providing follow-the-sun operational support, but also provide a means to ensure disaster recovery and business continuity.

Achieving results for a global financial services company:

- Better than 99.999% availability for 24/7, global processing
- End-to-end operational management of business-critical IT
- Proactive managed services
- Design supports company's specific business processes
- ITIL, PMI, COBIT and Six Sigma practices
- Coexists in cooperation with other IT and network service providers

Specifications and descriptions are summary in nature and subject to change without notice.

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