

Stratus everRun Software Technical Support Services



Expert and responsive technical support services for the entire everRun family

Delivering the support you need to ensure your fault-tolerant environment stays that way

At Stratus, keeping your applications running around the clock is our business. Our expert and responsive technical support services are an important part of the everRun® technology family. Our services combine software updates, phone and web support, online technical resources, e-learning resources and online diagnostic tools for your everRun solutions.

By keeping your Stratus® everRun® environment current and supported with expert assistance whenever you need it, our technical support services help you get the most out of your investment.

everRun SUPPORT INCLUDES

- Telephone support available 24/7, 365 days a year
- Maintenance agreements of 1, 2, or 3 years
- Hot fixes and updates
- Access to Stratus' online Technical Support Center
- Software product documentation and FAQs
- You may designate as many as four support administrators for your site
- Unlimited number of support requests

"One of our servers went down on Christmas day. Thanks to everRun software, we never experienced a disruption in our dispatch service. And I didn't have to spend Christmas at the office trying to get our systems back."

Police Officer
City Police Department

Uptime. **All the time.**



Two ways to report an issue.

If you should encounter an issue with your everRun solution, you can report it to Stratus any time of day or night, every day of the year, through these convenient methods:

- Web – Go to <http://everrun-support.stratus.com/> and enter your username and password. Our everRun Web Support Center is accessible 24 hours a day, 7 days a week. You can use this site to submit and track issues, find answers to commonly asked questions, and browse our documentation library.
- Phone – Call (866) 763-1813 (domestic) or 602-852-3094 (International) during your coverage hours.

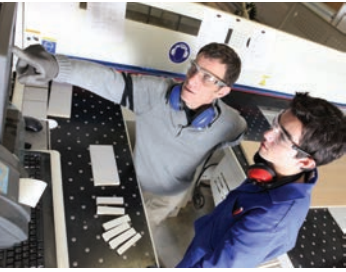
Why Stratus services?

Stratus has been providing comprehensive uptime support services for more than 30 years, serving customers in 40 countries worldwide. You can count on Stratus expertise to handle your most demanding application availability requirements.

Like Stratus everRun software, our services are designed to be simple, effective, and holistic. That's why Stratus consulting, training, and technical support services are core to our mission and our passion.

Application availability with zero tolerance for downtime is precisely what we do. So you can count on Stratus for a full range of integrated software and service solutions when and where you need them.

everRun Health Check service.



The everRun Health Check service provides you with a detailed, up-to-date analysis of your everRun environment. Your Stratus consultant will analyze, evaluate, and provide recommended modifications to your everRun configuration and critical applications. This service includes installing updates and hot fixes for the specific everRun versions under review. Upon completion you will receive a detailed report that includes recommendations and expected outcomes should the recommendations be implemented.

This service is limited to a single everRun configuration and includes:

- Configuration and log analysis – 2 hrs
- everRun onsite health check – 4 hrs
- Results documentation – 2 hrs

Total duration of service: 1 day

Get more information today!

For more information on how you can protect your investments in everRun fault-tolerant solutions with comprehensive technical support services, contact your Stratus representative, call 1-800-STRATUS, or visit www.stratus.com.

About Stratus

Stratus delivers software, hardware and services that keep your applications up and running – all the time. Our unique ability to prevent downtime sets Stratus solutions apart from alternatives that are simply designed to recover from failure after the fact. As a result, the world's most critical applications, including the most vital functions of commerce, manufacturing, government, financial services, and healthcare rely on Stratus. Combining patented software and hardware technologies with 30 years of unparalleled remote monitoring and management expertise for availability, Stratus helps save lives and protect the business and reputations of companies, institutions, and governments the world over.

To learn more about worry-free computing, visit www.stratus.com.

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

Stratus and everRun are registered trademarks, and the Stratus Technologies logo is a trademark, of Stratus Technologies Bermuda Ltd. All other trademarks and registered trademarks are the property of their respective holders.

X1458 © 2012 Stratus Technologies Bermuda Ltd. All rights reserved.



www.stratus.com