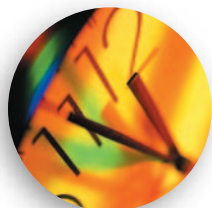


Stratus® ftServiceSM Offerings for Linux®-Based ftServer® Systems

Your single source for Linux hardware and software support

Stratus® ftServiceSM offerings, complement and enhance the industry's most robust applications and fault-tolerant servers. When you pair Stratus ftServer® systems with these proactive services, you benefit from the industry's highest levels of uptime for Linux® server environments. This is service with a difference. We focus on preventing downtime instead of simply providing a remedy after the fact, as others do. And our coverage options meet a spectrum of availability needs cost-effectively.



Continuous Availability



Operational Simplicity



Financial Advantage

Continuous system monitoring

Our total solutions approach leverages powerful ActiveService™ capabilities built into every ftServer system, connecting you to a global service network for detecting, troubleshooting, and resolving problems fast. We systematically categorize, analyze, and track all global support incidents so we can eliminate defects, avoid known problems, and improve future generations of product and service capabilities.

Single source hardware and software support

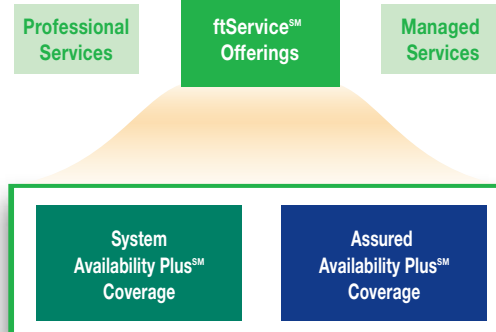
Stratus provides a single source of accountability for complex inter-related platform, system software, and Linux operating system support issues. We allow our customers to declare the severity level of incidents and we assume ownership for problem resolution throughout your system's entire life cycle.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

Technology-enabled services

The Stratus ActiveService™ Manager gives you instant access to critical information through a complete set of online support tools that include:

- A global incident management system that allows you to submit, track, and resolve issues quickly and easily
- A Stratus Knowledgebase that provides access to thousands of known problems and solutions
- A comprehensive support library of product manuals, release notes, software patches, part numbers/service designations, site planning guides, and more.
- A collaborative services gateway that features TSANet, a worldwide, multi-vendor alliance that offers an industry-wide forum for the prompt resolution of complex interrelated support issues.

Stratus 24/7 Worldwide Solutions Services



Stratus' technology-enabled ftService offerings help you take complete advantage of the industry's most effective availability protection — *The Smarter Approach to Uptime™*.

Assured Availability PlusSM Coverage

When your ftServer system requires comprehensive uptime support, select Assured Availability Plus coverage for top priority response every step of the way. In fact, it's our most popular service level among customers with demanding business-critical systems.

This premium-level service ensures 24/7 engineer response time to critical calls within minutes of notification; around-the-clock system monitoring; same-day, on-site emergency service; and root-cause problem analysis. Should a critical availability problem arise, management escalation brings it to the attention of our executives — ensuring that the right resources are at work on resolving your issue. Collaborative services allow us to conduct a root cause analysis to resolve operating system issues. Assured Availability Plus service coverage also includes an ftServer system software subscription and is backed by our unique Assured Availability Guarantee Program.

System Availability PlusSM Coverage

This entry-level ftService option meets your needs when your application does not require the highest priority response or root-cause problem investigation. Coverage includes 24/7 system monitoring with escalation to availability experts during weekday business hours. In addition, a software update subscription keeps you current with the latest advances in ftServer system software.



When availability is critical, our services deliver.

ftService offerings for customers who purchase a Red Hat® Enterprise Linux® subscription from Stratus

Stratus ftService offerings		
Features	System Availability Plus coverage	Assured Availability Plus coverage
Assured Availability Program Guarantee ¹		Stratus hardware, ftServer System Software, Linux kernel
Management priority escalation		Included
Same-day, on-site emergency service ²		Included
Collaboration services with Red Hat	Included	Included
Matching Red Hat Enterprise Linux subscription service	AS Standard Edition ES Standard Edition	AS Premium Edition ES Premium Edition
Problem relief objective	Normal system operation, weekday business hours	Normal system operation, plus root-cause determination
Critical problem engineer response time	< 2 hours	< 30 minutes
Access to availability engineers to address critical problems	Weekday business hours	24/7
Access to software advice	24/7	24/7
ftServer System Software update subscription	Included	Included
Advanced parts exchange	2nd business day	Next business day
Access to hardware advice	24/7	24/7
Remote hardware monitoring	24/7	24/7
Secure remote access	Internet/modem; bi-directional	Internet/modem; bi-directional
Contract term	1-year agreement; automatic renewal	1-year agreement; automatic renewal

¹ Terms and conditions apply

² Where available

Continuous availability

Stratus products and services have been recognized as the gold standard of continuous computing for more than two decades. Our ftService offerings capture this exceptional advantage for you, with resources and skills that optimize the availability of your critical servers and applications.

Operational simplicity

Our services combine consistent processes, real-time communication, and multi-vendor collaboration that save time for your IT and operations staff — while protecting uptime better than alternative offerings.

Financial advantage

There is no better partner than Stratus when it comes to reducing exposure to the costly consequences of downtime. Put our specialized knowledge of failsafe computing to work, and you'll also be positioned to minimize cost structures and make the most of your technology investments.

Find out what other Stratus 24/7 Worldwide Solutions Services can do for you:

- **Solutions Services**
<http://www.stratus.com/services>
- **Customer Education/Professional Certification**
<http://www.stratus.com/education>



www.stratus.com



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