

# Red Hat® Enterprise Linux® Subscription Services for Stratus® ftServer® Systems

Stratus products and services have been recognized as the gold standard in continuous availability for more than 28 years. Our newest ftServer family brings Stratus' renowned availability expertise to a fault-tolerant line of certified Red Hat Enterprise Linux platforms.

Designed for the most rigorous telecommunications and enterprise environments, these new platforms deliver 99.999% or greater uptime with tightly integrated software and services designed to sustain those same levels of availability throughout the complete solutions lifecycle.

## Red Hat Subscription Services

Red Hat Enterprise Linux Subscription services for Stratus ftServer systems include support for the Red Hat Enterprise Linux operating system. Stratus will pre-load the OS at the factory to simplify installation and speed deployment. Subscription services pricing also gives you the convenience of an affordable annual fee that covers periodic software updates and distribution services from Red Hat.

Customers purchasing Stratus' Red Hat Enterprise Linux-based platforms can select from four Subscription Services.

- Red Hat Enterprise Linux AP Premium Edition: 1 year subscription
- Red Hat Enterprise Linux Server Premium Edition: 1 year subscription
- Red Hat Enterprise Linux AP Standard Edition: 1 year subscription
- Red Hat Enterprise Linux Server Standard Edition: 1 year subscription

## Single point of contact for support services and problem resolution

Are you frustrated with computerized customer service voice systems that put you on hold for lengthy periods of time or send you in a continuous loop of dialing options?

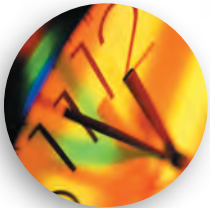


*One of the primary benefits of relying on Stratus for comprehensive Red Hat Enterprise Linux services is our ability to address complex inter-related platform, system software, and operating system issues*

Are you tired of calling multiple vendors before you can solve an important availability issue? With Stratus Subscription Services and an ftService<sup>SM</sup> Linux<sup>®</sup> support option in place, you can put those frustrations firmly behind you.

Because we specialize in supporting the world's most critical network-based services and applications, we understand that seconds of delay can quickly translate into substantial losses for your business. That's why you receive personalized help right away every time you call Stratus' Customer Assistance Center.

We also allow our customers to declare the severity level of incidents and we assume ownership for problem resolution. In fact, our global crisis management system enables an engineering response to a critical incident in as little as 15 minutes. Moreover, we systematically categorize, analyze, and track all reported problems. These practices are used to eliminate defects and improve future generations of product and services capabilities.



**Total  
Availability**



**Operational  
Simplicity**



**Financial  
Advantage**



# Count on Stratus as your single source for fault-tolerant Red Hat Linux solutions services

## One-Year Subscription Services Features

Red Hat Enterprise Linux Editions	AP Premium and Server Premium	AP Standard and Server Standard
Operating system: source and documentation ISO images	Included	Included
Red Hat Update Module Service	Included	Included
Product updates	Included	Included
Installation/documentation media (CDs)	Included	Included
Linux Web advice	24/7	24/7
Linux Telephone advice	24/7	24/7
Critical problem engineer response time	< 30 minutes	< 2 hours: Weekday business hrs.
Level 3 problem escalation to Red Hat	24/7	Weekday business hrs.
Core service components	31	31
Coverage scope	1 year: Premium	1 year: Standard
Available ftService support services	Assured Availability Plus	Assured Availability Plus

Red Hat and Stratus are working in partnership to drive the development of new fault-tolerant Red Hat Linux-based solutions.

### The advantages of fault-tolerant Linux

Stratus' fault-tolerant Red Hat Enterprise Linux platforms offer advantages not found in Linux solutions from other vendors. When you order a Red Hat Enterprise Linux-based system from Status, everything you need for optimal availability and performance, speedy deployment, and operational simplicity has already been integrated into your system and fully tested. And, unlike clustering technologies, there is no need for failover scripting or application modification to achieve the highest levels of platform availability. As a result, virtually any application for the Red Hat Enterprise Linux operating environment will run unchanged and unmodified on a supported Stratus fault-tolerant server.

Stratus views every aspect of solutions design from the availability perspective. The result is literally hundreds of features designed to prevent solutions downtime. Stratus pioneered lockstep technology, automatic fault detection and isolation, on-board diagnostics, and remote reporting with its Continuous Processing® technology that is built into every Linux-based ftServer system. Stratus' failsafe ftServer System Software includes Rapid Disk Resynchronization, hardened drivers, and protection of in-memory data for Linux applications. Our ActiveService™ architecture enables built-in serviceability and remote support capabilities not offered by other vendors.

Innovations like these, along with our 24x7 global service network of availability experts, allow us to detect and correct problems remotely — before they cause downtime.

### Lifecycle solutions services that go beyond the platform

In addition to our subscription services, Stratus offers a full suite of specialized continuous availability professional and managed services that focus on all aspects of solutions availability throughout your solutions lifecycle. We actively listen to your needs and map out availability requirements in support of your business goals. We give special attention to infrastructure integrity, performance assurance and lifecycle management. Call on our technical pros with years of specialized experience to build integrated continuous availability solutions that deliver measurable business value.

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>
- **Support and Documentation**  
<http://www.stratus.com/support>



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