

Mission-Critical Support Services

Experience the differences.



You probably know Stratus Technologies' fault-tolerant ftServer® systems and services for delivering uptime of nearly 99.9999% for the world's most essential applications. What you might not know is how effectively — and how simply — our mission-critical Support Services let your enterprise protect this industry-leading availability.

Our focus on preventing downtime and data loss brings you much more than basic break-fix support. If you're used to average server support, get ready to experience meaningful differences.

One example: It's not uncommon for Stratus® Support Services to identify problems before our customers do. Stellar satisfaction ratings of 96% or higher show the value our clients place in these services.

Our follow-the-sun service model keeps you covered around the clock.

Like having an engineer to monitor your server 24/7

Mission-critical Support Services for Stratus ftServer systems begin inside the design of the server itself. Their built-in ActiveService™ Architecture combines automatic fault detection, automatic fault isolation, online component replacement, automatic call-home notification and remote access capabilities. The combination is like having a service engineer watching over your system 24 hours a day, seven days a week.

It's all about detecting and resolving problems before they can cause system and application downtime, or result in data loss. As a pioneer in remote access service, we have perfected these ActiveService

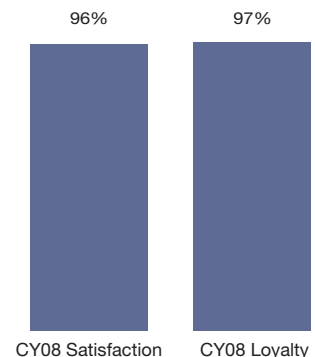
innovations based on nearly three decades of supporting fault-tolerant systems.

With Support Services coverage, your ftServer system is also connected to a global network and expert engineers who troubleshoot and resolve problems fast. You have secure access to service on demand, no matter where in the world your system is. Our follow-the-sun service model keeps you covered around the clock.

Even in locations where your organization has no IT personnel on site, you can look forward to more seamless, more productive support with better results.

Seven differences that increase business capabilities and ensure uptime

- Proactive, remote support prevents downtime
- Fast access to experts, not call-center techs
- In-depth system health reporting
- Full-service customer care
- Critical is defined by your business needs
- Single source of accountability
- Dedication to uptime is a core value



Industry-leading 2008 results → Overall customer satisfaction measured 96%. Loyalty — reflected by a willingness to recommend and repurchase Stratus products and services — reached 97%.

When you need continuous availability, break-fix isn't enough.



Difference 1:

Proactive, remote support prevents downtime

Conventional approaches to customer care, including break-fix and field service visits, still play a large role in many server support offerings. The inherent delays are unacceptable for mission-critical and business-critical business processes. Your enterprise can't afford to wait until a problem already has an impact, then wait several hours more for a field engineer to arrive onsite.

With Stratus ftServer systems and Support Services, problem resolution starts at the first sign of an issue. ActiveService capabilities inside every ftServer system

“Any company that aims to deliver excellent service should take a lesson ... On that rare occasion when there is a problem, Stratus fixes it before we even know about it. That frees us to focus on providing reliable and constant communication with the public.”

- 911 Emergency Support Center Official

perform self-checking and correctly isolate faults on their own, while the server's duplicate components keep it running without interruption. Then the server automatically opens a support call to a Stratus Customer Assistance Center (CAC) along with information needed to determine the cause of the fault.

Our proactive, location-independent support technology and delivery model brings additional advantages that protect your uptime and speed time-to-resolution:

- **Diagnostics are always active, not just after an event has caused a problem.** Self-checking and problem isolation within each ftServer system are on the job continuously.
- **The Stratus ActiveService Network lets multiple engineers with the right knowledge collaborate on the same issue.** Resolution never has to depend on a lone technician.

“Stratus is one of the few vendors that I know of where I can receive fast and expert knowledge on whatever issue I encounter. That has been my experience 100% of the time.”

- Credit Union Executive

- **Calls are resolved online more than 98% of the time.** But, same-day, on-site service is available should you need it.
- **We can help even when your ftServer system isn't powered on.** Servers with Virtual Technician Module technology let authorized service engineers reboot the system and diagnose problems remotely. Customers control and elect when to use this feature (standard on new ftServer systems; optional on earlier models.)

Difference 2:

Fast access to experts, not call-center techs

Another reality of server support today is the big call center staffed by technology generalists. Before you can even talk to a human, you navigate through a phone tree and wait in a call queue. Maybe the person you finally reach can help you. Maybe not.

We don't go that route because mission-critical systems demand a support model of a higher order. As a Stratus Support Services client, you can expect personal attention and timely access to expert service engineers as needed.

We are confident the specialists in our Support Services team will exceed your expectations in many ways:

- **Stratus service engineers often have 15 years of tenure or more.** You'll find that exceptional anywhere in a technology company, and even more so for support services where high employee turnover is the norm.
- **Most of our service engineers have an engineering degree.** Many also earn certifications in operating systems or related technologies from Microsoft, Red Hat and VMware.
- **Bug fixes receive high priority from a team within support.** Important fixes don't have to wait until developers have time to work on them.



Critical support services have to go beyond the basics.

Difference 3:

In-depth system health reporting

Call-home reporting has long been a distinction of Stratus servers. So it is rewarding to see the feature adopted by other server suppliers. Thanks to integrated ActiveService capabilities, your ftServer system is instrumented to report a depth and frequency of diagnostic information that is difficult to match. Every ftServer system has the capability to correctly identify and self-isolate faults to the component level, then automatically deposit a call via a secure link to a Stratus CAC:

- **With diagnostic information at their fingertips, authorized support engineers have the details they need to help determine the root cause of issues related to the hardware or operating environment.**
- **For every ftServer system covered by a support contract, engineers are able to draw upon configuration information, including firmware revision levels, and a complete incident history.**
- **In cases where a hardware component is needed, the ftServer system automatically initiates an order for the correct replacement part.** Guesswork is eliminated.
- **A repository tracks events across the installed base of ftServer systems, which enables us to identify and take remedial action on trends and defects before they pose problems.** We also use this valuable data to improve future product and service capabilities.

“When I call for help there has not been one person that did not know their product in and out. ... To sum it all up, Stratus is a vendor that cares about their customers. On a scale of 1 through 10, they receive a 10+.”

**- Credit Union
Network Support Specialist**

Difference 4:

Full-service customer care

Expect the best of both: technology-enabled service and customer care from a seasoned team of professionals. As a Stratus support services client, count on us to take the initiative whether your ftServer system automatically deposits a call, or when you initiate one by phone or Web:

- **At Stratus, mission-critical support means 24/7 coverage.**
- **We're here to help: You won't have to search a self-help database or product manual to find an answer to a problem or question.**
- **You are covered by a resilient service infrastructure that eliminates single points of failure, much like ftServer hardware.** If one Customer Assistance Center is affected by a local disaster or disruption such as a blackout, another CAC with access to the same call database and tools takes over.

“Thanks so much for helping [us] get past our technical difficulties in completing a successful reload of the operating system on our Stratus server. Your assistance in getting those images and documentation ... was impressive customer support.”

- Telecommunications Company Manager

Difference 5:

Critical is defined by your business needs

Your business requirements, not the vendor support policy, ought to determine when a situation qualifies as critical. In your Support Services experience, we strive to impress with all the ways your business comes first:

- **Our support lets your organization set the severity of situation for any service call.**
- **When it's critical to your business, it's critical to us.** For example, sometimes even a non-critical test and development system needs to take elevated priority when a project deadline approaches.



Expect a higher level of accountability.



- Our global crisis management system enables an engineering response to a critical incident in less than 30 minutes.*

“I contacted the CAC and spoke with one of the most knowledgeable, professional and personable support engineers that I’ve ever spoken to. ... He thought of additional potential problems, investigated them and ensured that there would be no problems with our power cutover.”

- Lottery Official

Difference 6:

Single source of accountability

Interdependencies between technologies frequently make it hard to identify the source of a problem. Where is the root cause: server hardware, application software, operating system, virtualization software, network connectivity?

Some support organizations point fingers. Then you’re left to figure out whose technology is at fault. With our mission-critical Support Services, it’s our practice to be a single source of accountability:**

“The way you worked to support your hardware — even though we now know that it was a cascading operating system problem with a printer driver, a keyboard stack error, and antivirus and open file system software — is an outstanding testimonial to your product, your outstanding individual professionalism and your company’s ethics.”

- Manager at ATM/EFT Processor

- The numbers show where we stand on getting to the root cause. Some 40% of support calls that we receive turn out to be for problems unrelated to Stratus hardware or software.
- Deep knowledge helps us resolve multivendor issues. Extensive testing goes into ensuring that every device driver and operating system natively supported on ftServer systems will work as expected. That leads us to master the internals of these technologies — even our partners are pleasantly surprised to discover how fluent our support team is.

Difference 7:

Dedication to uptime is a core value

You will find commitment to your uptime is more than a promise with our Support Services. The dedication is embedded in Stratus culture, and brought into action by the technology, process and accountability we use to provide customer care:

- Every member of customer service, sales representatives, and our executive management are automatically notified of any critical situation by e-mail. Regular updates continue until the situation is resolved.
- Because visibility and accountability are part of the delivery process, you rest assured that critical incidents are escalated to the top immediately.

“I have never had any problems or issues with anything and that alone says it all.”

- Manufacturing Company Manager

* With Assured Availability Plus coverage.

** Terms and conditions apply.