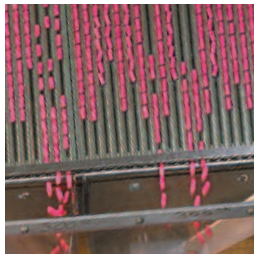
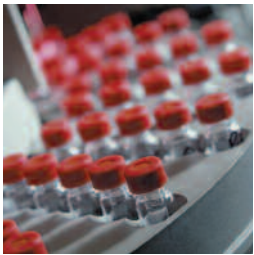


CALM™ Solutions Services



**Stratus**[®]
Technologies

www.stratus.com



What's keeping you up at night?

The answer is as clear as day.

For most businesses, the electronic transaction has become the basic element of commerce, with IT supporting nearly every customer-facing and internal operation.

Increased demands for 24/7 services delivery, tougher regulatory mandates, and growing threats to information security are raising the bar even further for CIOs and their staff members.

With so much at stake, many companies are demanding 100 percent availability — and making it a measure of IT effectiveness. And, they are finding the last few percentage points in the struggle for continuous uptime as difficult to score as the 99 plus that came before.

Businesses are turning to Stratus Continuous Availability Lifecycle Management (CALM™) Services to achieve these aggressive SLAs. The technology-enabled CALM services featured in this catalog are designed with one goal in mind — helping you achieve and sustain the availability of the information systems that support your most critical business operations. Stratus is The Availability Company.

Stratus CALM Solutions Services



Continuous Availability
Lifecycle Management



Supplement your IT resources with solutions that are fully customized for your business. The CALM portfolio encompasses a range of technology-enabled services, including comprehensive support for end-to-end, multi-vendor IT infrastructures. From routine change management procedures to virtualization solutions to SLAs guaranteed for exceptional performance — our singular focus is on helping you achieve and sustain the highest levels of availability. Benefit from Stratus' award-winning 24/7 service culture built and staffed by trusted availability experts.

Support Services

Stratus Support Services are second to none for uptime-protection. Just ask our customers. From experience, we know exactly how the myriad factors in an IT infrastructure can produce downtime. We work with you to understand the root cause. Then we fix it. Period. There's no runaround, no having to call someone else.

Professional Services

Our trusted availability advisors work with your staff to perform technology assessments, make recommendations and implement solutions. Most important, we help you define and manage an availability strategy and business continuity plan that exceeds business line requirements and industry compliance standards.

Managed Services

When you need SLAs that surpasses five 9s of availability, count on Stratus. We combine certified best practices like ITIL®, COBIT®, Six Sigma®, PMI and PRINCE2™ with performance management tools that include predictive analytics. The result: CALM Managed Services surpassed customer expectations by delivering 100% availability.

Stratus CALM Services

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IT Infrastructure Services

Master the diverse elements in your IT infrastructure with assessment, design, planning and testing services that center on achieving end-to-end solutions availability.



Recovery Services

Equip your organization with a plan that will allow your business to function and return to normal operations quickly — even during the most adverse circumstances.



Change Management

Optimize your entire IT environment — applications, servers, networks, processes and procedures — for the most robust business solutions possible.



Performance Management

Implement a robust lifecycle management methodology that enables you to identify and correct performance problems before they disrupt your business operations.



Security Services

Mitigate the risks of data corruption, theft, and damage to your brand posed by security breaches, viruses and other invasive tactics that threaten today's IT infrastructures.



Support Services

Reduce firefighting with proactive, technology-enabled support tools and services designed to prevent downtime and simplify the ongoing management of critical IT environments.

IT Infrastructure Services

Prepare your IT infrastructure for maximum availability of essential business functions. Representing significant strategic investment dollars, these critical solutions contribute directly to your bottom line when they operate at peak performance. In turn, they become major detractors to business profitability whenever disruption or downtime takes its toll.



Count on Stratus for exceptional expertise in assessing and resolving availability issues. We will work with you to fine-tune individual application solutions or the entire IT infrastructure that surrounds them. With a singular focus on 24/7 uptime, Stratus' solutions services experts have helped companies like yours assess, design, build and manage continuously available IT environments for more than two decades.

“While the potential for financial penalties and lost-interest compensation claims from a wire-transfer failure are definitely motivators, our business credibility and success live or die with service availability, process reliability and cost-effective operations.”

– **Randy Gutierrez**
CTO and General Manager International Division, BankServ

Application Availability Design Review

Benefit from a thorough analysis focused on maximizing application uptime. Incorporating best-practice design principles, this custom consulting engagement recommends enhancements that can improve the uptime of your mission-critical application — while minimizing your ongoing costs and business risk.

Key Steps and Deliverables

■ Determine design review requirements

- The Stratus team works with your application developers to establish the scope and goals of the design review.
- Together, we assess your organization's uptime needs, identify the parameters of a transaction, and define acceptable response times.

■ Review proposed application architecture

- Stratus assesses the critical factors that influence reliability and recovery time, including:
 - diagnostics, error code checking, and event logging
 - strategies for backup-and-restore and emergency restart
 - design redundancy and flexibility under changing conditions
 - performance metrics

■ Real-world application testing (optional)

- Depending on your needs, Stratus may conduct application testing, system pre-staging, and configuration validation at the Stratus Center for Fault-Tolerant Computing, a dedicated testing and evaluation center designed to simulate a real-world computing environment.

■ Deliver findings and recommendations

- Stratus develops recommendations for tuning your application design to minimize downtime and avert performance problems.
- Findings and recommendations are presented to your organization and documented in a written Application Availability Design Review report.

Benefits

■ Ensure mission-critical availability needs are met

Understanding the impact of design decisions on specific availability and response-time requirements leads to better alignment between application design and mission-critical needs.

■ Avoid recurring operational problems

Fine-tuning your application can prevent the complex operational anomalies that often result from a sub-optimal design.

■ Decrease development costs

By proactively tuning your application to address specific user requirements, you avoid costly over-engineered designs.

Duration

Three to four weeks



Increased Business
Resilience



Cost
Avoidance



Risk
Avoidance

Architecture Assessment

Get expert guidance through the critical first steps of developing a resilient solutions environment. Backed by a solid history of availability technology leadership, Stratus' architecture assessment provides detailed recommendations for building a secure, scalable architecture that delivers end-to-end availability of critical business applications.

Key Steps and Deliverables

Discovery

- Stratus interviews management, developers, users, and quality assurance teams to pinpoint your business and technology objectives.
- We review your current business processes, existing technology and procedures for ongoing support and maintenance.
- We gather details about issues affecting your development effort and work with you to define your availability requirements.

Assessment

- Stratus works with your application and system architects to assess the capabilities of your existing infrastructure in light of your current development project.
- We review system interfaces and interdependencies, current and planned integration requirements and application server and system setup.
- We consider design constraints imposed by security, reliability, performance and availability requirements.

Documentation and recommendations

- Stratus summarizes and documents your current infrastructure design, as well as the high-level information flow required for your new application solution.
- We provide specific suggestions for creating an availability architecture that aligns with your business objectives. Depending on our findings, our assessment report may include recommendations for:
 - the effective use of emerging and converging technology
 - implementation strategies to reduce complexity
 - architectural structure, standards and data flow
 - business continuity and recovery services
 - performance management and capacity planning
 - identifying the ROI for availability investments

Benefits

Optimize business processes

A thorough assessment helps you maximize the availability, adaptability, and maintainability of your solutions architecture.

Gain control over development costs

Advanced architecture planning can improve your ability to contain development costs and to project future technology expenditures and schedules.

Reduce development risk

Assessing your architecture at the start of your development effort ensures maximum availability and efficient operations within your existing IT infrastructure.

Duration

One to two weeks



Business Process
Optimization



Cost
Avoidance



Risk
Avoidance

Availability Assessment

Examine all of the elements that propagate downtime in your IT environment — applications, databases, hardware, networks, policies and procedures. This onsite consulting engagement exposes potential risks and limitations, gauges the need for contingency and disaster planning and applies best-practice principles that can address complex availability issues throughout your solutions lifecycle.

Key Steps and Deliverables

■ Three-phase assessment

- **Discovery:** Stratus interviews key stakeholders to identify and validate the availability requirements necessary to support your business and IT goals. Together, we examine uptime assumptions, review availability thresholds, determine operational interdependencies and explore potential enhancements.
- **Assessment:** Our consultants conduct an architecture design review and develop a situational analysis of application robustness. This comprehensive assessment covers system-wide technical factors, environmental issues and IT procedures and operations.
- **Analysis:** Stratus evaluates your organization's ability to meet its availability target, considering system and software setup, monitoring, storage management and IT staff skills. We document issues related to restart and recovery procedures and provide recommendations for diagnosing and managing platform problems.

■ Best practices recommendations

- Stratus professional services experts deliver insights into proven technologies, processes and procedures your staff can use to efficiently manage availability.

■ Comprehensive assessment report

- Stratus documents all areas evaluated during the assessment in both a report and a presentation, identifying areas that require attention and offering suggestions for operational improvements.

Benefits

■ Ensure business continuity

Effective contingency and disaster recovery planning can help prevent the costly, crippling outages that can occur when a problem strikes.

■ Decrease operational costs

Consistent, repeatable processes and procedures enable your staff to manage availability efficiently and cost-effectively while preventing minor events from escalating into critical business interruptions.

■ Reduce business risk

A thorough assessment targets sources of both planned and unplanned downtime, reducing your exposure to potential risk factors.

■ Improve overall system availability

Practical solutions provided through this assessment are designed specifically for your infrastructure and your availability targets.

Duration

One to two weeks



Increased Business
Resilience



Cost
Avoidance



Risk
Avoidance



Improve Customer
Service

Physical Network Audit

Ensure that your network infrastructure can keep pace with the demands of your business. A physical network audit helps you avoid potential problems, reduce costs and prepare for consolidation. Stratus measures how well your existing infrastructure is working, provides advice on new services and applications and helps you track key resources.

Key Steps and Deliverables

■ Assessment of network topology

- A comprehensive initial assessment catalogs your existing network topography and infrastructure elements. During the process we examine:
 - routers, switches, and servers
 - basic security features
 - physical layout and configuration of network components

■ Network inventory documentation

- The audit fully documents network design elements and includes a list of your current physical inventory.

■ Recommendations

- The findings are summarized and recommendations are made for improving network topography and planning for future growth. These may include:
 - network configuration and optimization
 - implementation of new network-based applications
 - problem identification related to network loads or network-based software
- Two staff members receive a four-hour knowledge transfer.

Benefits

■ Identifies consolidation and cost-saving opportunities

Minimize resource utilization and optimize business processes with new technologies that can help drive down IT infrastructure costs.

■ Reduces risk

A thorough network inventory analysis allows you to build on infrastructure strengths and identifies potential focus areas where improvement is needed.

■ Prepares your business for compliance audits

A documented inventory of network assets and topography is an essential step in preparing for any compliance audit.

Duration

Based on network size: One to two weeks



Business Process
Optimization



Cost
Avoidance



Risk
Avoidance



Increase Business
Resilience

Physical Server Consolidation Services

Free up valuable floor space and realize significant savings in energy, licensing and support costs. Stratus evaluates and documents server performance and capacity issues, providing the technical expertise you need to plan and execute a server consolidation strategy that delivers long-term savings.

Key Steps and Deliverables

- **Physical server consolidation assessment**
 - Stratus evaluates your server environment, assessing performance and capacity issues against your current business plan and your anticipated needs for the next 12 months.
 - We analyze your business drivers and forecast to ensure the plan is geared to short- and long-term requirements.
 - Capacity measurements and business metrics are used to identify the applications and infrastructure elements most suitable for consolidation.
- **Physical server consolidation plan**
 - A consolidation plan and strategic infrastructure design that aligns with your business requirements and industry best practices is created for your specific IT environment.
 - The physical server consolidation assessment is a prerequisite for this step.
- **Physical server consolidation implementation**
 - Stratus migrates your data and applications to consolidate existing resources.
 - Application performance is optimized and ease of access to critical data is improved.
 - The physical server consolidation plan is a prerequisite for this step.

Benefits

- **Identifies consolidation and cost-saving opportunities**
Consolidation reduces environmental and management costs and frees up valuable data center floor space.
- **Reduces service interruptions**
Stratus' consolidation methodology and expertise reduces the amount of time and risk associated with the migration process.
- **Increases productivity**
Understanding capacity requirements ensures that valuable IT resources are being effectively utilized across your computing environment.

Duration

Assessment: one to two weeks



Cost
Avoidance



Optimize Service
Quality



Improve
Productivity

Server Patch Management

Reduce costly interruptions to business-critical processes by ensuring your systems are up-to-date with the latest security patches and in full compliance with corporate security policies. Urgent fixes and the introduction of new services and applications will no longer be delayed due to incorrect patch levels.

Key Steps and Deliverables

■ Version control audit

- Stratus consultants audit your operating systems and mission-critical software to determine version status.
- We provide a report on current version status versus the most recent version available with priorities noted for upgrades.

■ One-time update

- After completion of the version control audit, we implement updated versions of your mission-critical operating systems and applications including:
 - key computing elements per client specifications
 - copies of new licenses
- A final report, containing recommendations for future version updates, is provided on the new status.

■ Continuous patch management

- Ongoing audits and implementations of new versions to improve performance and address security concerns continues to reduce your risk. Continuous patch management includes:
 - coordination with vendors on version releases
 - updates to the IT environment for identified elements
 - Use of automated update tools as needed to minimize business disruption
- The version control audit is a prerequisite for this step.

Benefits

■ Facilitate efficient compliance auditing

Patch management reduces auditing concerns and the time spent correcting issues to ensure compliance.

■ Protect your servers against data corruption or loss

Proper patch management protects you from security breaches and reduces the likelihood of illegal software and viruses that can attack your system.

■ Improve network efficiency

Maintaining control over hardware and software facilitates business productivity and decreases time-to-market with new services and applications.

Duration

Audit: one to two days for less than 20 servers.



Business Process
Optimization



Cost
Avoidance



Risk
Avoidance



Increase Business
Resilience

Virtual Server Consolidation Services

Increase server utilization rates and reduce the high cost of managing server sprawl. This customizable consulting engagement provides the expert resources you need to develop and execute a consolidation plan and implement your physical to virtual server migration.

Key Steps and Deliverables

■ Virtualization assessment

- Stratus installs capacity planning software to gather data and then uses analysis tools to provide a recommendation for potential server virtualization scenarios.
- Our detailed assessment report also includes an estimated TCO and ROI financial analysis.

■ Design and implementation

- Based on assessment results, a virtual infrastructure design is created and implemented. Best practice processes and procedures for managing the new virtual environment are also included as part of this step.
- Stratus experts install and configure the virtualization software and guest operating systems, delivering an environment that is ready for the installation of applications and data on the new virtual servers.

■ Physical server migration

- Stratus physical to virtual server migration process ensures that files are successfully moved and integrated into a virtualized environment. The process includes:
 - installation of a migration toolkit on a physically independent migration server
 - data migration from your physical to your virtual server environment
 - monitoring to ensure successful migration is achieved within the planned timeframe

Benefits

■ Realize cost savings on many fronts

The cost savings realized by virtualization are not limited to hardware-related costs, but also encompass management and environmental costs.

■ Increase utilization rates

By reallocating resources as they are needed, virtualization enables you to increase capacity and avoid underutilization of resources.

■ Minimize business disruptions

The mission-critical expertise and best practices offered by Stratus help you maintain a stable, highly available environment during and after the virtualization process.

■ Improve application and data migration process

Stratus virtualization services help you address planned and unplanned downtime, enabling you to upgrade or migrate applications and data with minimal user impact.

Duration

Assessment: approximately 35 days



Cost
Avoidance



Business Process
Optimization



Risk
Avoidance



Increase Business
Resilience

Recovery Services

Business continuity should not be limited to preparing for huge but relatively rare disruptions such as devastating natural disasters. Threats to business critical operations and data integrity come in many other, more common, forms such as security breaches and human error. A thorough plan should encompass more than just your servers or network — considering availability from a complete information lifecycle perspective.



We help you put in place the people, processes and technologies for implementing contingency plans and workable crisis management options.

“We staged an orderly cutover from New Orleans to Dallas in the middle of the night two days after the storm (Hurricane Katrina) had passed. Most of our customers were unaware of any change.”

– **Ron Schuldt**
President, Columbus Data Services

Data Replication Solution

Safeguard vital data resources through automatic database update and replication capabilities. Secure, accurate data replication is performed in near real time, permitting applications to continue running without data loss or to recover with negligible downtime in the event of a disaster or outage.

Key Solution Elements

- **Simultaneously extracts data from one system and replicates it on another system**
 - Intercepts file I/O write operations from the application to the source system, and sends the data to the target system without requiring any changes to application source code.
 - Completes data replication up to the last successful I/O prior to an outage or disaster.
 - Automates the replication of data to secondary or disaster recovery sites.
- **Permits bi-directional data replication between all supported platforms**
 - Enables distributed sites to integrate and share transactional data in real time.
 - Facilitates the transfer of transactional data to a corporate data warehouse for use in business analysis and management, returning business decision data to the source system.
 - Supports real-time, high-performance data sharing between ODBC-compliant databases e.g. Oracle®, SQL Server®, Sybase®, Informix™ and DB2®.
 - Replicates sequential, relative, fixed, and streamed files.
- **Supports selective data replication**
 - Enables the selective extraction of the latest database changes for rapid database refresh.
 - Data replication updates occur in sequence, providing for rapid recovery from disasters occurring on the primary system.
 - Reduces the time and complexity involved in populating continuously evolving decision support systems.

Benefits

- **Streamline disaster recovery**
Automatic replication of critical business data to an offsite system minimizes post-disaster business disruptions and recovery costs.
- **Protect data integrity**
Through near real-time data replication and updates, secondary databases are kept current, shared transactional data is always synchronized, and vital business information is protected from onsite disasters.
- **Enhance data availability**
High-performance data replication ensures that the latest data is always available—whether to data warehouses, decision support systems, distributed enterprise data centers, or disaster recovery sites.

Duration

Two to four weeks



Increase Business
Resilience



Risk
Avoidance



Cost avoidance

Disaster Recovery Assessment

Minimize business disruptions and recover expediently when faced with a temporary or long-term outage. Delivered as a custom service, this assessment evaluates emergency preparedness and the impact of a crisis on your critical operations — helping you establish practical, cost-effective strategies for maintaining business continuity.

Key Steps and Deliverables

■ Assessment

- Stratus performs a risk assessment and business impact analysis covering a range of possible disaster scenarios, using information gathered through interviews with management, key users and technical staff.
- We evaluate current contingency plans, operational practices, and data management, including:
 - network, system and storage topologies
 - storage management policies and procedures
 - policies and procedures for backup, recovery and offsite media management
 - recovery team roles and responsibilities

■ Strategy development

- We identify the procedures and equipment required to continue operations during a disruption at your main production site and establish priorities for processing and operations.
- We evaluate practical alternatives for maintaining viability, taking into account system needs, user requirements, communications, and other factors.
- Stratus then formulates a cost-effective business continuity strategy designed to address your recovery requirements. The strategy defines a continuity model, documents contingency options, and maps out the tasks, processes, and resources needed to execute the strategy.

■ Implementation

- Stratus provides a detailed implementation plan that translates the continuity strategy into actionable steps.
- We offer the option of engaging our experts to carry out the implementation, as an additional custom service.

Benefits

■ Increase business resilience

Thorough disaster recovery planning can help minimize the disruption of operations and ensure an orderly recovery after a disaster.

■ Optimize business processes

Developing and implementing a disaster recovery plan based on best practices minimizes the need for decision making under pressure, establishes organizational stability, and streamlines the recovery process.

■ Avoid costly outages

Ineffective disaster recovery planning increases the risk of a lengthy business disruption, which can result in a loss of customers, revenue, and productivity.

Duration

Four to eight weeks



Increase Business Resilience



Business Process Optimization



Cost Avoidance



Risk Avoidance

Change Management Services

Uninterrupted performance of critical IT services can have substantial impact on business efficiency and overall profitability. Sustaining this level of availability requires a lifecycle management methodology that addresses all causes of downtime across the entire IT infrastructure.



Procedures, policies and how people carry them out every day are vital. Change control, incident and problem management, backup processes and configuration management are just a few areas where even small improvements can pay off in big results.

“Right down to the building we occupy, the entire HBS business is built around an infrastructure engineered to ensure maximum availability and security for the hotel distribution channel, and the channel-surfing customer.”

– **Stephen Burke**
Director, Business Development, Hotel Booking Solutions L.L.C.



Active Upgrade Services

Address major sources of planned downtime by allowing users to perform online software upgrades and critical operating system hot fixes. Optimize the installation, deployment and use of Stratus' first-of-its-kind technology with Active Upgrade™ services that provide planning, implementation, and training assistance.

Key Steps and Deliverables

■ Active Upgrade planning service

- Stratus consultants work with your staff to establish business objectives and application requirements. Through qualification and verbal discovery, we determine whether your application is suitable for Active Upgrade technology.
- We validate your base configuration, verify data and system volume configuration, and create an upgrade hierarchy.
- We then prepare an upgrade implementation action plan, customized for your environment.

■ Active Upgrade implementation consulting service

- Based on your specific application environment and implementation needs, you may select from a broad portfolio of Stratus implementation capabilities, including:
 - Installation of Active Upgrade software
 - Identification of all applications running on the system
 - Verification of binary and executable file locations
 - Testing to validate application shutdown and restart
- Stratus prepares a step-by-step application upgrade procedure document.

■ Active Upgrade technology training

- This one-day instructor-led course provides the knowledge and skills needed to plan, implement, configure, and test software upgrades on ftServer Series systems using Active Upgrade technology.
- Through hands-on experience, participants deploy the Active Upgrade software in a lab environment and perform a sample "null" upgrade.
- This course is offered at Stratus Education Training centers, or it can be performed at a customer or partner site that has access to a properly configured server system.

Benefits

■ Standardize upgrade procedures

By creating step-by-step procedure guides, you can improve the productivity of your IT staff and respond with greater agility to evolving business requirements.

■ Reduce planned application downtime

Streamlining the online installation of OS patches and application software upgrades virtually eliminates scheduled downtime.

■ Deliver improved quality of service

Upgrading applications quickly and seamlessly enables you to provide enhanced quality of service to your customers.

Duration

One week



Business Process
Optimization



Risk
Avoidance



Improve
Productivity



Optimize Service
Quality



Change Control Solution

Streamline the initiation, approval, and tracking of system changes and maintain up-to-date comprehensive documentation of both planned and emergency changes. Tailored to follow your specific change management procedures, the Change Control Solution reduces the risk of unplanned downtime by ensuring that the documented system state always reflects the actual system state.

Key Solution Elements

Stratus confers with your systems administration staff to understand your change control procedures, regulatory and standards compliance needs, and system environment. We then tailor an effective change control solution, which may be a software-only solution, a software hosted solution or a managed service. Key elements of your custom solution include:

- **Real-time visibility into system changes**
 - Tracks changes throughout your organization as soon as they happen, enabling you to meet or exceed service levels.
 - Generates proactive alerts and customized reports according to your business needs.
- **Comprehensive audit control**
 - Captures complete information about every system change — planned or emergency — including the time, source, mechanism, and nature of each change.
 - Automatically documents all change information in tamper-proof, irrefutable records.
 - Facilitates the process of maintaining regulatory and standards compliance (e.g., Sarbanes-Oxley, GLBA, HIPAA, PCI, ISO 17799).
- **Selective enforcement**
 - Allows you to control change authorizations, including who may initiate changes, what changes each authorized user may make, and when changes may be applied.
- **Seamless operation**
 - Integrates easily with existing authentication systems, directories, change ticketing systems, patching systems, and systems management.

Benefits

- **Increase system availability**

A well-tested process for managing change control can reduce the likelihood of service disruptions and downtime introduced through human error.
- **Optimize business processes**

Applying best practice principles to change control management improves productivity while simplifying the process of maintaining regulatory and standards compliance.
- **Reduce costs**

Streamlining the change control process reduces administrative costs and prevents potentially catastrophic costs associated with unplanned downtime.

Duration

Two to three week assessment; then ongoing



Business Process
Optimization



Improve
Productivity



Cost
Avoidance



Network Configuration Control Services

Take control of your network. Mitigate service quality, compliance and security risks. The Network Configuration Control Service fully documents your policies and procedures, ensuring that all changes are auditable and authorized and that maximum efficiency and productivity is maintained throughout your organization.

Key Steps and Deliverables

■ Network configuration control audit

- Stratus reviews your current network configuration including all documented policies and procedures. To help you efficiently manage your processes and ensure procedural compliance, new configuration changes and releases are carefully recorded.
- Inconsistencies with best practices are identified. A “gap analysis” is prepared. This document includes a priority list of recommended enhancements designed to eliminate audit concerns.

■ Network configuration control plan

- An integrated remediation plan geared to your specific business policies and procedures is created. The plan outlines:
 - project milestones and key deliverables
 - methodologies to help you maintain, and continuously improve, network configuration control.

■ Control plan implementation

- Stratus works with your management team to implement the configuration control plan and establish processes and procedures that will ensure best practices are in place.
- To facilitate your ongoing efforts, this phase includes a transfer of knowledge between two (client-designated) points of contact in your organization. If you do not have sufficient onsite resources, managed support services are available from Stratus.

Benefits

■ Earn credibility

Establishing guidelines for documenting accountability, applied consequences and measured improvement helps you maintain ongoing control of your network. The difficulties associated with audits and the costs of non-compliance, are also greatly reduced.

■ Efficiently manage resources and processes

Implementing and enforcing policies reduces fire-fighting and frees up valuable resources for essential business projects.

■ Improve service quality

Enhanced controls reduce unplanned work, enabling you to deliver a higher level of service to your customers.

■ Risk avoidance

Mitigate the risk of malicious changes and provide reliable service across your network.

Duration

Audit: one to two weeks



Business Process
Optimization



Improve
Productivity



Optimize service
Quality



Risk
Avoidance

Server Configuration Control Services

Break the “emergency” environment that consumes most IT organizations. Organizations with weak configuration processes spend most of their time on unplanned work. In contrast, high-performing IT groups consistently prove that good controls pay off. These services can bring you the benefits of a higher-performing organization and improved system integrity and service quality.

Key Steps and Deliverables

■ Server configuration control audit

- Stratus reviews your current server configuration including all of your documented policies and procedures to identify changes and new releases.
- We identify inconsistencies with best practices and prepare a “gap analysis” with prioritized recommendations for enhancements. This ensures adherence to configuration control processes and procedures.

■ Server configuration control plan

- Recommendations are delivered in a detailed project plan that includes key milestones and deliverables. Server control methodologies are employed to control changes to server configurations and provide system integrity.
- The server configuration control audit is a prerequisite for this step.

■ Server configuration plan implementation

- Stratus implements the server configuration control plan to ensure ongoing discipline of server configuration changes including:
 - policies and procedures based on best practices
 - a summary and diagram of the configuration management database
 - recommendations for ongoing controls
- The server configuration control plan is a prerequisite for this step.

Benefits

■ Understand configuration control inefficiencies

Documenting policies and practices enables you to implement change controls that lead to highly reliable and predictable service levels.

■ Increase productivity and free up internal resources

Reducing IT emergencies allows your staff to focus their attention on introducing new technologies and services.

■ More control over IT infrastructure

Strong controls give management and auditors the confidence and supporting evidence that your server environment is operating at peak performance.

■ Increase availability of most critical systems

Successfully implemented changes minimize outages and episodes of unplanned work, bringing higher levels of reliability to the users you serve.

Duration

Audit: three days for less than 20 servers



Business Process
Optimization



Improve
Productivity



Optimize service
Quality



Increase Business
Resilience

Performance Management Services

Maximize the end-to-end availability of your mission-critical environment. With the proper management services and methodologies in place, ensuring SLAs of 99.999% across your entire IT infrastructure is no longer *mission-impossible*.



Stratus combines certified best practices, including ITIL®, COBIT®, PMI, PRINCE2 and Six Sigma® with performance management tools that include predictive analytics and network monitoring. The result virtually guarantees SLA performance surpassing five 9s of continuous availability.

Stratus Continuous Availability Lifecycle Management (CALM™) Managed Services delivered 100% availability during a production proof of concept, surpassing customer expectations. A full range of CALM services are being deployed to cover the IT infrastructure that supports this particular business-critical process worldwide.

Application Stress Testing

Measure application availability under worst-case scenario conditions to identify the maximum workload your solution can handle. Conducted at the Stratus Center for Fault-Tolerant Computing, stress testing enables you to fine-tune key availability components through a selection of quality assurance testing, capacity testing and resiliency testing.

Key Steps and Deliverables

■ Real-world computing environment

- Stratus professional services experts stage your application on hardware at the Stratus Center for Fault-Tolerant Computing. This comprehensive testing and evaluation center is designed to simulate a real-world computing environment.
- We establish a performance baseline and drive your application solution to its performance limits.

■ Specialized availability testing procedures

- Stratus examines how your application handles situations in which parts of the server fail and come back into service, and explores the application's backup scripts and procedures.
- Our comprehensive test suite analyzes your application under conditions such as:
 - component removal, failover, and reinsertion
 - low disk space
 - simulated network problems
 - disk quota limit exceeded
 - communications disruptions

■ Capacity analysis and Stress test report

- The Stratus team monitors resource utilization and other performance parameters to provide you with a detailed capacity analysis.
- Our Stress Test Report identifies bugs and problems, documents known workarounds, and recommends things to avoid or monitor in order to improve reliability and availability.

■ Presentation of findings

- Stratus summarizes all areas evaluated during the audit and presents suggestions for operational improvements to help your organization achieve its availability target.

Benefits

■ Improve application availability

Uncovering bugs during stress testing and developing workarounds to handle server glitches minimizes the potential for application disruption—even in worst-case scenarios.

■ Reduce business risk

Stress testing under real-world computing conditions reveals the limits of your application, allowing you to fine-tune availability components and minimize the likelihood of downtime.

■ Decrease development costs

Leveraging the Stratus Center for Fault-Tolerant Computing eliminates the need to set up a cost-prohibitive real-world testing configuration at your own facility.

■ Ensure business continuity

Understanding the likely effects of problems that are beyond the application's control can help your staff optimize business processes to minimize outages.

Duration

One week



Business Process
Optimization



Improve
Productivity



Risk
Avoidance



Cost
Avoidance

Capacity Planning

Assess the performance of your mission-critical systems. Get a detailed performance analysis and forecast future capacity requirements for CPU, memory, disk, and communication subsystems. Customized for your business, this service identifies performance problems before they affect operational efficiency and enables you to proactively respond to business growth and change.

Key Steps and Deliverables

■ Determine business goals

- Stratus consultants meet with your staff to understand user requirements, budget constraints, and future expectations for your infrastructure.
- Together, we establish future usage parameters, such as the number of users, transactions, response times, and storage.

■ Analyze capacity and performance

- Stratus consultants use our secure ActiveService™ Network to conduct a real-time analysis of your system, extracting performance and capacity data related to:
 - CPU, memory, disk space, and I/O
 - Communications subsystem
 - Processes, locks, queues, and files
 - Process and system limits
- We analyze your systems' "vital signs" to identify critical performance, tuning, and safety issues.

■ Recommend system enhancements

- Stratus provides a detailed evaluation of system performance and peak-load thresholds.
- We make specific recommendations for tuning the system to optimize performance, and alert you to any non-performance system problems uncovered during the analysis.

Benefits

■ Minimize business risk

Tuning your system based on a detailed capacity analysis reduces the likelihood of unexpectedly reaching capacity limits during system operation.

■ Decrease operational costs

Optimizing resource utilization and system performance facilitates efficient asset utilization and reduces future capital expenditures.

■ Improve business planning

Exploring the limits of your current system(s) vis-à-vis your future business needs helps you make well-informed capacity planning decisions.

Duration

Two to three weeks



Risk
Avoidance



Cost
Avoidance



Business Process
Optimization

Network Performance Services

Remove bottlenecks in your network to keep your users in the HOV lane. Even fast servers performing at five 9s won't be able to keep pace with your business if the network traffic is slow. Stratus helps you identify areas where bottlenecks occur, determine present and future capacity requirements and build a network that will match the speed required for your business-critical processes — today and tomorrow.

Key Steps and Deliverables

■ Network performance audit

- Stratus availability advisors analyze your network capacity against current and future business requirements, identifying capacity risks and shortfalls.
- Our detailed report outlines capacity excesses and risks for each part of the network topology. Two members of your team will receive a knowledge transfer.

■ Network performance plan design

- Stratus reviews the results of the network performance audit — a prerequisite for this step — and develops an implementation plan.
- The comprehensive plan includes key milestones and deliverables required to improve network performance. To meet your current and future business requirements, the plan covers a twelve month period. Our recommendations include:
 - hardware, middleware and software purchases
 - appropriate configurations
 - network design

■ Network performance plan Implementation

- Working closely with your team, Stratus availability advisors design the final configurations and utilize project management disciplines to implement the plan with minimal disruption to your business operations.
- Processes and procedures are developed to help you sustain and continuously improve network performance. Two members of your team will receive 4 hours of knowledge transfer from our process experts.
- The previous steps are a prerequisite for implementation.

Benefits

■ Solve bandwidth response issues now

Understanding your current capacity versus your business needs enables you to resolve the most common and most expensive bandwidth problems quickly.

■ Reduce potential for bottlenecks

New applications can wreak havoc on your network performance. Proper planning for these events will significantly enhance successful implementation and ensure bandwidth is not impacted.

■ Optimize network performance for today and tomorrow

It's inevitable, the demands on your network will continue to grow over the next 12 months; proactive planning on your part will save you time and money and keep users satisfied longer.

■ Reduce risks

Implementing a network design without a thorough plan could negatively impact every aspect of your business.

Duration

Audit: one week per location



Business Process
Optimization



Improve
Productivity



Increase Business
Resilience



Risk Avoidance

Performance Management Solution

Gain access to real-time information about system performance throughout your IT environment with our cross-platform monitoring solution. This easy-to-manage customized solution is designed to help improve the performance and availability of your applications, databases, and middleware — quickly and easily.

Key Solution Elements

Stratus consultants meet with your staff to understand your business solution and performance monitoring needs. We then customize a performance management solution that meets your needs, building upon our pre-tested application, database, middleware, web, and SNMP monitoring modules. Elements of your tailored solution include:

■ Efficient monitoring

- Performance data is filtered at the source and routed directly to where it is required, minimizing network overhead and simplifying troubleshooting.
- A distributed architecture delivers performance information instantly, enabling administrators to assess utilization for capacity planning.

■ Analysis capabilities

- A customizable real-time dashboard aggregates data from multiple sources, facilitating end-to-end performance monitoring in a single view.
- Dynamic drill downs reveal pertinent information, expediting root-cause analysis and problem resolution.

■ Seamless, scalable configuration

- Delivered as a custom-configured solution that integrates easily with your existing enterprise framework.
- Provides a unified, cross-platform view that operates seamlessly across Linux®, Microsoft® Windows® and UNIX® environments.
- Includes an application programming interface (API) for future expansion.

Benefits

■ Improve productivity

Comprehensive real-time monitoring accelerates the troubleshooting of critical applications and network infrastructure, freeing up your valuable IT resources.

■ Reduce costs and improve profitability

Proactive performance management can help avoid costly outages and prevent critical business disruptions that can lead to lower revenues and decreased customer satisfaction.

■ Optimize service quality

In-depth, relevant performance information enables you to drill down to the root cause of problems — and correct them before they impact users.

Duration

Two week assessment; then ongoing



Improve
Productivity



Improve
Productivity



Optimize service
Quality

Server Performance Management Services

Optimize system, application and database performance across your entire enterprise. Regardless of the business you are in the demands and complexity of your IT organization are constantly increasing due to higher resource consumption, new applications and higher expectations for IT-based services. Stratus brings you a better approach for managing server performance and capacity.

Key Steps and Deliverables

■ Server performance audit

- The Stratus availability advisors' audit is the essential first step for achieving and sustaining optimal server performance. During the audit we:
 - analyze server performance
 - identify resource consumption and correlate use to performance
 - predict the impact of future applications usage on performance
 - identify configuration requirements for new applications
 - document server capabilities against current and future business needs.
- Upon completion of the audit, you will receive:
 - a capacity plan that ensures scalability with future business requirements
 - a set of system diagrams and sample configurations for performance improvement.

■ Server performance plan

- A performance plan is created to ensure the availability of your servers and applications and help you:
 - solve day-to-day performance issues
 - track long-term performance
 - predict the impact of changes
- Milestones and key deliverables cover the implementation of server optimization tools and hardware and software that can achieve high-performance SLAs.
- The server performance audit is a prerequisite for this step

■ Server performance plan implementation

- Stratus availability advisors ease implementation by keeping this stage on time, within budget — and with minimal disruption to your business.
- The implementation phase includes final server configuration diagrams and 2 hours of knowledge transfer for two employees.
- The previous steps are a prerequisite for implementation

Benefits

■ Eliminate downtime

An availability strategy will be developed and formalized to reduce planned and unplanned downtime.

■ Deliver optimal responsiveness to users

Ensure continuous availability and rapid response of servers and applications through the eyes of the user while you cost-effectively manage capacity demands.

■ Business advantage

Plan technology and capacity requirements based on growth estimates, application deployment and performance requirements to assure performance of your business-critical applications.

Duration

Audit: One week for less than 20 servers



Improve
Productivity



Optimize service
Quality

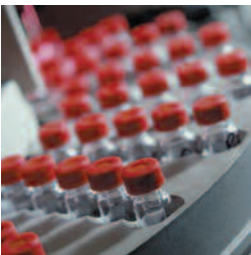


Business Process
Optimization

Security Services

Regulatory compliance, business service continuity, data integrity and maintaining your companies image and brand all rely on how well you've implemented IT security measures and safeguards.

Whether you need an assessment to measure and mitigate your exposure to today's most common risk factors or a complete set of managed services that can remove this burden from your in-house staff, Stratus has the solution.



“We have to secure the batch history and data to avoid having to reject a batch that may be valued at more than a million dollars.”

– **Stephen Rayda**
Director, Architecture, Purdue Pharma L.P.



Managed Security Solution

Secure your business environment with round-the-clock monitoring and management of your network security infrastructure. Through a suite of managed services, this customized solution detects, reports on and responds to suspicious activity in your network — helping prevent costly security breaches.

Key Solution Elements

Select from a broad range of capabilities that can be tailored to your security requirements.

■ Managed firewall service

- Protects an organization's key information assets across networks, hosts, applications, and databases.
- Ensures rapid response to security events.

■ Managed virtual private network (VPN)

- Manages client authorization and access control, enabling secure, cost-effective remote access to online information

■ Managed intrusion detection service

- Monitors all network traffic around the clock to identify threats inside or outside your network, setting off alerts when a potential attack is recognized.

■ Host log monitoring

- Logs, tracks, and analyzes user and system activity, gathering information deemed critical for the prevention, detection and remediation of security breaches.

■ Managed vulnerability protection service

- Provides cost-effective, continuous protection against exploited vulnerabilities via an up-front risk assessment, vulnerability scanning and testing, and penetration testing.

■ Managed incident response service

- Isolates security events, identifies the source and assesses the breadth of the security breach.
- Gathers forensic data to help drive effective containment and recovery processes.

■ Managed phishing response service

- Responds immediately to phishing attacks and acts quickly to shut down malicious hosts.
- Defends your network against future attacks.

Benefits

■ Protect critical assets

Round-the-clock managed security enables you to provide network access to your partners, suppliers, customers, and mobile employees, while ensuring your network is protected against unauthorized use.

■ Reduce total cost of ownership

By deploying managed services and selecting the service modules your business requires, you can reduce the need for capital investment and lower your overall security management costs.

■ Enhance system availability

A thorough security plan that proactively protects and responds to events can help increase overall system availability and reduce the likelihood of noncompliance.

Duration

Ongoing



Increase Business Resilience



Cost Avoidance



Risk Avoidance



Network Security Services

Proactively address attacks on your IT network. Security plays a significant role in continuous availability by fending off attacks that can cripple your system and compromise compliance and auditing efforts. Create awareness and ensure security policies and procedures are implemented throughout your organization with a comprehensive service that is custom-designed to protect your network and data.

Key Steps and Deliverables

■ Network vulnerability audit

- Stratus audits your network, devices, servers and desktops during its Security Posture Assessment. This complete security snapshot of your network includes an:
 - internal assessment: a controlled network attack simulation is conducted yearly to gauge exposure
 - external assessment: a remote vulnerability scan is undertaken quarterly to quantify security risk associated with Internet-connected systems.
- Stratus delivers a detailed analysis of the simulated attacks. The report prioritizes vulnerabilities and includes appropriate remediation measures.

■ Network security policy review

- If you have a network design already in place, your current network security policies are assessed against industry best practices, including ISO 17799. You receive:
 - a collaborative review of your business strategy and related security goals, requirements and standards
 - identification and prioritization of security requirements including protocols, policy and feature improvements
 - network diagrams and sample configurations

■ Network security design

- Stratus creates a comprehensive network design optimized for scalability, redundancy and performance of all security components.

■ Network security design implementation

- Plans for testing, installation, configuration, integration and management are jointly developed with your IT team.
- The network staging plan includes physical and logical topography, configurations, test scripts and acceptance criteria. Onsite support is provided during the integration.
- We conduct a knowledge transfer for two staff members and provide recommendations for ongoing management and optimization.

Benefits

■ Prevent unauthorized access to vital information and systems

Ensuring security procedures and controls are in compliance eliminates the potential risks of data theft and system attacks.

■ Reduce costs and potential revenue losses

Adherence to compliance requirements reduces time and resources spent to audit the network and prevent losses due to a potential security breach.

■ Maintain business continuity

Protecting the network infrastructure from attacks ensures continuous availability and enables you to provide a higher level of service to users.

■ Ensure policy enforcement

Verifying and documenting network security policies and procedures demonstrates integrity of the network and the IT organization, enhances credibility and creates a culture of professionalism.

Duration

Initial internal assessment: 3 days

External assessment: 2 days (performed quarterly)



Risk
Avoidance



Cost
Avoidance



Optimize Service
Quality



Business Process
Optimization



Server Security Services

Improve overall server security controls and align your security policies with business objectives. This three-step engagement provides a thorough review of current server policies and procedures against security best practices. Based on the audit findings, Stratus develops a remediation plan and implements a new design that optimizes server security and eases ongoing management.

Key Steps and Deliverables

■ Server vulnerability audit

- Stratus thoroughly reviews system security issues:
 - system policies
 - operating system security including vulnerabilities in OS and drivers
 - patch management procedures
 - malware protection
 - service permission policies and procedures
 - auditing policies
- To obtain a comprehensive server security picture, we also review account security issues:
 - password policies
 - authorizations and permissions
 - inbound and outbound policies and procedures
 - communication
 - encryption

■ Server security design

- Stratus availability advisors develop a remediation plan based on assessment findings, best practices and business needs to ensure minimum vulnerability and maximum availability.

■ Server security design implementation

- Stratus will execute the new server security design including configuration, testing and integration of the solution. Throughout the integration Stratus provides onsite support to ensure minimal disruption of the production environment. Stratus audit and design services are required pre-requisites for implementation.
- Two staff members will receive a security knowledge transfer. If in-house expertise is not available Stratus can provide ongoing server optimization and management.

Benefits

■ Protect Information

Unauthorized access to customer, employee and business data can cause operational and financial ruin. Improved security controls can virtually eliminate these attacks.

■ Balance security and protection against costs

Corporations cannot afford to assume their servers are secure. To protect the integrity and availability of business-critical information, it is imperative to periodically audit server security policies and procedures against current best practices.

■ Reduce system vulnerability and the risk of data loss

An intuitive, scalable solution for compliance management reduces the overhead associated with meeting today's strict regulatory standards. A well-designed solution can also help you control and lower ongoing compliance costs.

Duration

Based on number of servers: up to 26 hours for less than 20 servers



Risk
Avoidance



Cost
Avoidance



Optimize Service
Quality



Improve
Productivity

Support Services

In an era where mission-critical applications are imperative and budget constraints rule, there is simply no time or money left for downtime — today's businesses need servers and storage solutions that never fail. Stratus' technology-enabled ActiveService™ architecture begins with our fault-tolerant hardware and failsafe software design and extends to our global 24/7 online network of senior service engineers.



This unique combination ensures a level of built-in serviceability that other vendors simply can't match. Online 24/7 monitoring and our remote troubleshooting and management tools virtually eliminate the delays and costs associated with on-site service.

“You need immediate help when you have a 911 systems issue, and Stratus understands that. Your call doesn't go into a phone tree.”

– **Douglas Bolton, Information Systems Analyst**
San Diego Fire & Life Safety Services

Availability Support Services

Maximize mission-critical server and application uptime — no matter where your systems are deployed. Based on the Stratus ActiveServiceSM Architecture, our innovative, technology-enabled support model provides continuously-available remote service capabilities and on-demand access to Stratus support engineers and availability advisors.

Service Levels

We offer a portfolio of support services for your Stratus servers and operating systems, with features designed to meet your availability requirements. Our singular focus on preventing downtime has yielded service capabilities that set us apart from traditional hardware vendors:

- **Continuous system monitoring**
 - Stratus servers are engineered for serviceability and remote access, facilitating 24/7 monitoring through our secure, fault-tolerant, worldwide ActiveService Network (ASN).
 - Automatic problem detection and troubleshooting through ASN leads to faster problem resolution — usually without the need for an onsite service call.
- **Technology-enabled services**
 - Our ActiveService Architecture combines automatic fault detection, automatic fault isolation, online component replacement, automatic “call-home” notification and integrated remote server system access capabilities.
 - Through our global ActiveService Network, we match the appropriate authorized support professional to your unique system issue—regardless of your location.
- **Root-cause determination and permanent fix**
 - We perform root-cause analysis, determining the cause down to the line of code for software problems and to the discrete component level for hardware problems.
 - We ensure you receive any field change orders (FCO) available to avoid future problems.
- **Single-source hardware and software support**
 - Stratus assumes ownership for problem resolution — even for complex interrelated platform, system software, and operating system support issues.
 - Our global crisis management system enables us to respond to your telephone or web service request in as little as 15 minutes.

Benefits

- **Profit from industry-leading uptime**
Technology-enabled service capabilities coupled with our team problem solving approach expedites fault isolation and remediation, minimizing downtime and optimizing service quality.
- **Reduce total cost of ownership**
Remote-access serviceability and automatic problem reporting help prevent problems and minimize the need for onsite service — reducing the cost of ongoing lifecycle management.
- **Reduce risk and improve productivity**
Entrusting system availability to Stratus minimizes your exposure to downtime risk and frees up your staff to focus on your core business.

Duration

Renewable contract



Risk
Avoidance



Cost
Avoidance



Optimize Service
Quality

Education and Technical Training

Acquire, maintain, and optimize the skills needed to support continuously available Stratus-based solutions by taking advantage of our comprehensive portfolio of technical training and education services. For course listings and other information about Stratus technical training, please visit www.stratus.com/education.

Key Education and Training Services

■ Self-study courses

- A portfolio of self-paced electronic training courses for Stratus® ftServer® systems covers topics such as system administration, installation, maintenance, and disk management.
- An intuitive, modular format enables you to control what you study, and access to Stratus education specialists ensures your questions are answered.
- Web-based delivery provides anytime, anywhere access to the most up-to-date training content.

■ Instructor-led courses

- Classroom training includes courses covering all hardware, languages, and fault-tolerant operating systems that run on Stratus equipment.
- Courses include laboratory demonstrations and hands-on exercises to reinforce the training.
- Courses can be delivered at your facility or at one of our worldwide Education Centers. Each Center is furnished with Stratus equipment and the latest software, providing for valuable hands-on experience.

■ Hybrid onsite installation and training services

- Jumpstart Installation Services combine professional services and training to help qualify your Stratus system implementation while preparing your staff to successfully operate and maintain the system.
 - Jumpstart Installation Service: Your staff works alongside Stratus consultants to install and qualify your system. We conclude the installation by delivering onsite training on daily operational tasks and a comprehensive reference guide.
 - Jumpstart Plus Installation Service: This service provides specialized Stratus Active Upgrade™ software installation and training, in addition to all of the components of the Jumpstart Installation Service.

Benefits

■ Improve productivity

Learning from Stratus experts how to install, administer, and maintain continuously available systems prepare your staff to support your system efficiently.

■ Optimize service quality

Hands-on experience using the latest Stratus hardware and software gives you the real-world expertise you need to meet your availability commitments.

■ Gain competitive advantage

Up-to-date mission-critical planning, implementation, support and monitoring tools and technologies help differentiate your services from those of your competitors.

Duration

Customized to client needs



Improve
Productivity



Optimize Service
Quality

ftScalable™ Storage Installation Services

Get expert hardware installation, array configuration, and validation testing of your ftScalable storage array. Based on proven best practices, these consultative services are designed to ensure a robust foundation for data storage reliability and performance while facilitating knowledge and skills transfer to your organization.

Key Service Elements

■ Service planning

- Stratus consultants consult with your staff via telephone to verify service prerequisites prior to the onsite service delivery.
- We review power and space requirements, design specifications for virtual disks, LUNs, host-based logical volumes, and associated file system structures.
- We develop and validate a written implementation plan, based on your application performance and availability requirements.

■ Hardware installation

- Your staff works alongside Stratus professionals to install and power up your ftScalable storage hardware. We help you complete the following tasks:
 - Confirm hardware setup requirements, rack-mount the ftScalable storage array, install the array hardware components and host bus adapters.
 - Connect your ftScalable array to your Stratus® ftServer® system, upgrade array firmware, power up the ftScalable storage array, and initialize diagnostic tests.
- Stratus experts also conduct an ftScalable storage orientation session for your staff.

■ Array configuration

- Working with your staff, Stratus implements virtual disks, LUNs, host-based logical volumes, and associated file system structures based on your design specifications.
- We initialize the ftScalable storage array and confirm that virtual disks can be utilized by the host operating system.
- We conduct an ftScalable configuration software orientation session, reviewing test scripts, array diagnostics, and basic troubleshooting procedures, and deliver a configuration reference document.

Benefits

■ Maximize availability

Thorough pre-installation planning and the systematic setup of your ftScalable array minimize the risk of downtime due to environmental issues.

■ Enhance productivity

Access to Stratus certified service specialists accelerates the learning curve, improving your staff's ability to effectively maintain your ftScalable storage array.

■ Reduce operational risk

Leveraging Stratus expertise helps get your system up and running fast and assures you of its efficient operation.

Duration

One to two days



Risk
Avoidance



Improve
Productivity



Optimize Service
Quality

System Installation Services

Ensure that your Stratus® system is installed smoothly, efficiently, and with minimal business disruption. A range of options, from basic installation through consultative installation and training services, permits you to select the level of service that best meets your particular requirements.

Service Levels

■ Limited installation service

- The most basic level of service, this option includes onsite hardware module installation and setup, and a verbal site survey.

■ Standard installation service

- Standard installation includes onsite hardware module installation and setup, network configuration and testing, and a verbal site survey.

■ Jumpstart installation service

- This consultative service level facilitates knowledge and skills transfer, as your staff works alongside Stratus professionals to qualify the proper installation and operation of your ftServer system. Services performed onsite include:
 - Installation qualification: unpacking and verification of all system components; hardware module setup; network configuration; internal data disks setup; testing of individual components.
 - Operational qualification: testing of the installed system; validation of proper use of Stratus test scripts and diagnostics; ActiveService™ Network configuration.
 - Training: Stratus trains your selected staff on daily operational tasks.
- We conclude the installation service by delivering a written site survey and our comprehensive reference guide.

■ Jumpstart plus installation service

- Our highest level of service, Jumpstart Plus Installation includes all the components of the Jumpstart Installation Service as well as:
 - Specialized Stratus ftServer Active Upgrade™ software installation and training; Active Upgrade software installation; basic administrator training, a review of data and system volume configuration requirements.

Benefits

■ Reduce risk

Expert hardware installation ensures your ftServer system is set up for optimized performance and manageability, minimizing the risk of operator error while maximizing asset utilization.

■ Improve productivity

Access to skilled professionals facilitates the implementation of best practice procedures for streamlining operations and maintenance, freeing up your IT staff to focus on other IT projects.

■ Maximize availability

Our seasoned specialists may alert you to potential downtime risks due to environmental issues, affording you the opportunity to remediate problems before they disrupt business operations.

Duration

One to two days



Risk
Avoidance



Improve
Productivity



increase Business
Resilience

System Migration Service

Minimize risk and maximize uptime — both during and after system migration. Using a field-proven, structured methodology, Stratus availability experts will map out and execute a comprehensive plan for system upgrades comprising: mission-critical applications, data repositories, operating systems, platforms and infrastructures, and server and/or site consolidation.

Key Steps and Deliverables

■ Evaluation phase

- After interviewing key stakeholders, Stratus documents your business and IT objectives for the migration.
- Our consultants assess the existing server infrastructure supporting your mission-critical application, and perform a physical and logical site survey.
- We verify that all required hardware and software components are in place, and evaluate your application(s) for compatibility with the new environment.
- Based on our findings and recommendations, we prepare a detailed migration action plan.

■ Procurement phase

- Stratus supplies your organization with the appropriate system software and operating environment for your Stratus servers. Depending on your needs, we may:
 - provide the latest version of the system software
 - provide the required operating system
 - assist in the procurement of additional hardware and software components
- We validate that all the required migration components are properly in place.

■ Migration phase

- Stratus consultants execute the migration action plan, which typically includes:
 - implementing the migration
 - installing hardware and software upgrades, as necessary
 - reconfiguring disks and checking network connectivity
- We thoroughly verify system operation and architectural integrity, ensuring your business and IT objectives are met.

Benefits

■ Maximize availability

A thorough, pre-migration assessment, methodical validation of necessary components, and step-by-step migration implementation process reduce the risk of post-migration downtime.

■ Improve productivity

Using a best practice approach to system migration facilitates a smooth and cost-effective upgrade process, while positioning your organization to take advantage of new technologies.

■ Mitigate operational risk

Careful planning and application compatibility testing ensure trouble-free deployment while minimizing the risk of post-migration application malfunctions.

Duration

Customized to client needs



Risk
Avoidance



Improve
Productivity

VMware Jumpstart Installation Service

Rely on Stratus' experienced staff to ensure you get the benefits of virtualization without diminishing end-to-end performance and availability. Stratus support professionals team closely with your staff to properly install your VMware ESX-based ftServer system and train your IT professionals on appropriate operational procedures for your new virtualized environment.

Key Steps and Deliverables

This service expedites knowledge and skills transfer from Stratus professionals and qualifies the proper installation and operation of your VMware-based ftServer system. Deliverables include:

■ Hardware and network installation

- Stratus unpacks all system components; configures the network and sets up all hardware including Stratus ftScalable storage array configurations.

■ Software installation

- Software installation includes the:
 - ESX host operating system
 - VMware Virtual Center software or management system (the management system must be provided by the client)
 - Installation and configuration of a total of four Windows 2003 or Red Hat Enterprise Linux guest operating systems. These OSs must be purchased in advance of the Jumpstart service.

■ Operational qualification testing

- The installed system is tested and the client is trained in the proper use of Stratus test scripts and diagnostics.
- We configure your system to enable Stratus ActiveService Network capabilities.
- A written site survey accompanies the testing process.

■ Training

- On-site training for three designated staff members covers daily operational and maintenance tasks and includes a comprehensive reference guide that will help you properly maintain your ftServer system going forward.

Benefits

■ Reduce risk

Expert installation ensures your ftServer system and VMware ESX Server software are set up properly to deliver flawless operation and continuous availability. This service is designed to minimize consolidation risks and maximize asset utilization.

■ Minimize Operational Disruptions

Stratus' experienced professionals are trained for rapid systems installation and deployment — with minimal interruptions to your business operations.

■ Optimize performance and manageability

Best practices for implementation are built into the process to streamline operations and maintenance and ensure optimum performance and manageability of your virtualized server.

Duration

One to two days



Risk
Avoidance



Optimize Service
Quality



Increase Business
Resilience