



IMPLEMENTATION SERVICES ENTERPRISE-CLASS TAPE LIBRARIES

Key benefits

Minimize interoperability problems

Validate that hardware and software products work together before implementing a solution.

Reduce downtime

Avoid painful disruptions and minimize the chaos associated with scheduled or unscheduled downtime.

Avoid hiring under pressure

Minimize costly and time-consuming efforts to find skilled resources under aggressive time frames.

Reduce risk

Select the right service to achieve the results you want. Proven implementation methodologies used by StorageTek professionals will expedite results and satisfaction.

Maximize ROI

Achieve the benefit of new technology sooner by expediting the implementation and availability of new technologies.

Baseline Implementation Services

StorageTek's Implementation Services helps you maximize the full benefits of your storage solution investments — right from the start. Baseline Implementation Services for enterprise-class tape libraries provides services to deliver and enable full functionality and utilization of your storage asset. Baseline Implementation Services for enterprise-class tape libraries applies to the following:

- StorageTek's enterprise-class tape libraries (PowderHorn® 9310 and L5500 tape libraries and StreamLine™ SL8500 modular library system)
 - OS/390 environments requiring Host Software Component (HSC) software
 - Open systems environments requiring ACSLS Manager™ software
- Existing library environments requiring the reconfiguration of Host Software Component (HSC) software or ACSLS Manager software in order to implement an additional library

This service offering includes the installation and configuration or reconfiguration of library software, testing of library software utilities, as well as configuration of the library in your environment. If applicable, Backup Resource Monitor™ software is installed and set up to report on your backup operation. In addition, the service offering includes design validation, testing, documentation, project management and knowledge transfer.

Consulting services include:

- Project planning, outlining tasks and resources
- Status meetings and reports
- Documentation of issues encountered during project's lifecycle and escalation process
- Single point of contact between the customer and implementation team
- Verification of customer requirements based on pre-sales activities
- Validation of business requirements
- Verification of solution design and alignment of design to business requirements
- Validation of system interoperability
- Test plan development and execution
- Definition of testing acceptance criteria
- Documentation of project plan, design document, interoperability guide, engineering diagram, and Customer Requirements/Success Factors/Transition (CRT)
- Knowledge transfer of basic product operations, trouble shooting and event call management; support call procedures; product profile/configuration export procedures

Implementation services include:

- ACSLS Manager software implementation or reconfiguration of
 - One ACSLS server
 - One ACS
 - Installation of ACSLS server platform
 - Installation of and configuration of ACSLS Manager software
 - Installation of client's backup application
 - Setting up client communications with ACSLS server
 - Setting up client access controls
- HSC software implementation or reconfiguration of
 - Two LPAR
 - One MVS host
 - One ACS
 - Installation of HSC software
 - Test software utilities
 - System configuration
- Backup Resource Monitor software implementation, if needed

Services not included:

- Data migration services
- Initial requirements gathering and solution design
- Drive and media relocation
- Transition plan
- Footprint configuration

Additional consulting services

In addition to Baseline Implementation Services, StorageTek® offers a higher-level consulting service for organizations whose implementation needs go beyond the baseline level.

Engage the storage experts

StorageTek's Global Services professionals help you address storage challenges by delivering integrated solutions that optimize and manage storage performance over the life of your data. Focused on cost management, reliability and flexibility, our proven methodologies and commitment to best-in-class, global professional services and multi-vendor support help you gain and sustain measurable results. Covering over 50 countries, more than 2,100 service professionals deliver solutions that support more than 17,000 customer data centers worldwide.

**STORAGETEK®****ABOUT STORAGETEK®**

Storage Technology Corporation (NYSE: STK) is a \$2 billion global company that enables businesses, through its information lifecycle management strategy, to align the cost of storage with the value of information. The company's innovative storage solutions manage the complexity and growth of information, lower costs, improve efficiency and protect investments. For more information, visit www.storagetek.com, or call 1.800.275.4785 or 01.303.673.2800.

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