



PROFESSIONAL SERVICES IMPLEMENTATION SERVICES

Key benefits

Minimize interoperability problems

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

Reduce downtime

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

Avoid hiring under pressure

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

Accelerate ROI

Realize the potential of your new technology sooner by expediting the implementation and availability of your new technology.

Support business objectives

Add value to your business objectives by supporting them with a solid implementation plan - whether you are consolidating, meeting compliance regulations, or increasing performance and capacity.

Implementation Services

Go beyond installation

It's a complex undertaking to implement an enterprise storage solution in a heterogeneous environment. Superior implementations result from a solid project plan, specific technical skills, real-world experience, and knowledge of integration issues and configuration options. StorageTek's Implementation Services offer it all.

Focus on business objectives

With every StorageTek product you purchase, StorageTek uncrates or unpacks your product; places it in your data center; assembles it; tests power and runs diagnostics — focusing on the physical set-up and mechanical aspects of the piece of equipment. Once the green lights on the equipment are on, the installation is over.” Once the green lights on the equipment are on, the installation is over.

But is that enough? Implementation Services focuses on helping you meet your business objectives through system enablement. Work with your StorageTek representative to understand the best methods for mitigating risks and concerns you identify and planning the best implementation for your solution.

Installation Services

Uncrating/unpacking equipment
Physically placing equipment within the data center
Physically assembling components
Testing for power to the equipment
Mechanical diagnostics for components such as boards, drives, arms, heads

Implementation Services

Software installation
Solution configuration and setup
Front-end and back-end connectivity
Environmental integration (network, application)
Testing (functional/stress/performance)

Customer knowledge transfer of configuration set-up and documentation
Overall project and expectation management
Service Level Agreements for partner interoperability and service

Get it right — the first time

Taking you well beyond standard installation, Implementation Services help you achieve the full benefits of your storage solution investments — right from the start. They draw on consistent, repeatable best-practice methodologies that have been proven worldwide. Using a tailored statement of work, they can design the best plan to reach your objectives.

Storage professionals with the expertise, experience, certifications and change management tools needed for worry-free implementations deliver implementation services. They have years of experience in solving tough business and technical storage challenges. Their expertise is your key to calming the chaos that can accompany major system changes.

As needed, the implementation team can engage expertise from StorageTek's worldwide pool of experts, which has solved many tough business and technical challenges. Keep the focus on your work.

Chances are, your data center staff is already seriously overworked. So why add to the burden? When you use StorageTek's Implementation Services, your staff members are free to concentrate on the work they do to meet your organization's operational and revenue goals.

When it comes time for the handoff, StorageTek professionals provide knowledge transfer to your staff members. This gives your team the ability to provide ongoing optimization of your solution with repeatable processes and efficient operating techniques.

Receive the best level of service

Implementation Services are available for tape and tape automation, disk, storage networking, software and library management products.

Qualified service professionals use proven methodologies, project management standards, an interoperability tool set, overall portfolio supervision and an appropriate curriculum, to help you realize your business objectives. Services are designed to fit any project size, complexity and budget.

Baseline Implementation Services

This service level includes professional consulting services, with a two-phase approach built around consulting and implementation activities.

Consulting — The StorageTek implementation team provides project management, architecture consulting, and product test planning and execution.

Implementation — StorageTek professionals clearly define the scope of the services as well as the detailed tasks that will be performed. These services are designed to:

- Identify and configure the most effective method of connectivity
- Validate the solution and design before the implementation tasks begin

The Baseline Implementation Service is focused on the implementation of a product within a predetermined scope. If your engagement is outside of the baseline offering scope, the StorageTek Professional Services team will design a custom implementation service for your specific needs.

Custom Implementation Services

These services are delivered when the scope of baseline services needs to be expanded to fit the needs of a particular organization. Custom Implementation Services might be used in cases in which multiple devices are introduced into the environment, or where an enterprise-wide solution is needed.

This service level includes all of the activities provided through Baseline Implementation Services and any additional service activities required for your specific engagement.

Engage the storage experts

StorageTek Services provide world-class, worldwide service and support with a full range of offerings tailored to meet your business needs. Approximately 2,000 service professionals in more than 50 countries deliver solutions that support more than 17,000 customer data centers worldwide. Our services help you service your customers, manage growth, reduce your management burden and maximize your return on investment. To find out more about Implementation Services and other StorageTek Services, contact your StorageTek representative or visit www.storagetek.com.



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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