



PROFESSIONAL SERVICES

Key benefits

Promote business continuity

StorageTek can help you understand your disaster recovery needs, set priorities for recovering information and deploy solutions that help keep your business up and running.

Manage change

StorageTek has the expertise you need to respond to rapid data growth and shifting business requirements by developing automated, flexible information storage strategies.

Unleash trapped profits

The design and implementation of better procedures and the optimization of existing infrastructure can help your organization pull more value from your storage investments.

Accelerate ROI

You can achieve the benefits of new technology sooner by expediting the implementation. Your staff saves time and potential costs by learning what they need to get up and running quickly.

Stay focused on your goals

StorageTek experts have an average of 15 years experience. Avoid the time and expense of hiring short-term employees or losing productivity by reassigning your staff.



Professional Services

StorageTek offers a range of professional services to accelerate achievement of your critical storage management initiatives. Our worldwide team of service experts has the skills and track record to implement plans on time and on budget. And by deploying our team, you can keep your staff focused on your operational and revenue goals.

Storage Assessment Services

You can start with a thorough assessment of your current storage environment. The assessment uncovers ways to improve your operational performance or enhance existing processes. Specific areas of optimization include storage management, SANs, backup/recovery processes and capacity. StorageTek also offers a low cost appraisal that reports on storage utilization, data aging patterns, backup effectiveness, read/write ratio, data duplication and throughput.

Business Continuity and Disaster Recovery Services

StorageTek helps you identify business continuity strategies based on comprehensive assessments of the critical dependencies, financial impacts, recovery timelines and available solutions for each business function and application. From this assessment StorageTek can design a customized solution to meet your recovery time and recovery point objectives following industry best-practices. StorageTek can then validate the solution in your environment and provide installation, management and maintenance services.

Data Center Operations

To help you respond to changing business conditions, StorageTek provides single-source, comprehensive Data Center Services that can streamline project activity while maintaining high data availability. Options include infrastructure services, such as designing or optimizing existing facilities, media conversion services, relocation services, asset management, and custom cabling and connectivity services.

Product Implementation

StorageTek's Implementation Services help you get it right the first time. Our storage professionals have years of experience in solving tough business and technical storage challenges. They draw on consistent, repeatable best-practice methodologies. If necessary, the implementation team receives additional assistance from StorageTek's worldwide pool of experts to facilitate worry-free implementations.

Product Training

The right training courses can give you a fast, efficient way to acquire the knowledge you need to operate products and manage your storage environment more effectively. A more knowledgeable staff can diagnose problems faster and maintain higher overall availability. According to industry research, ongoing education and training for IT personnel can also help reduce your average downtime by as much as 15 percent.

Engage the storage experts

StorageTek Services provides world-class, worldwide service and support with a full range of offerings tailored to meet your business needs. More than 2,300 service professionals in over 50 countries deliver solutions that support more than 17,000 customer data centers worldwide. StorageTek Services offerings help you maintain availability, service your customers, manage growth, reduce your management burden and maximize your return on investment. To find out more about Professional Services offerings and other StorageTek Services solutions, contact your StorageTek representative or visit www.storagetek.com.



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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