GLOBAL SERVICES

STORAGETEK ®

Key benefits

Manage business change and adversity

Ease your business through planned or unplanned changes with solutions that are flexible, intelligent and integrated. Reduce the risk of data loss with business continuity, disaster recovery and data protection strategies for your enterprise.

Unleash trapped profits

You may find hidden profits in your storage solution when you improve asset utilization, lower total cost of storage, ease growth pains, make informed decisions faster and educate your staff.

Calm the chaos

Bring order and discipline to high-growth, heterogeneous environments by working with StorageTek® as a single point of contact to manage multi-vendor situations; provide remote monitoring, reporting and management; and deliver premier installation, maintenance and support services.

The priority for IT organizations is clear: to support your users, who can then support your business and your customers. Your success in accomplishing this depends on many things: staff skills and availability, the number of daily fires you fight, the number of vendors you manage and the rate of growth in your organization, to name a few. Too often, planning for the future is put on hold.

Realize your full potential

With more than 30 years of experience in the storage industry, StorageTek® understands your dilemma. StorageTek Global Services is dedicated to helping IT organizations do what it takes to support and optimize current storage environments and to position them for the future. With purposeful investments in tools and technology and thoughtful alignment with industry-leading partners, StorageTek offers you a broad array of implementation services, support programs, consulting services and turnkey industry solutions.

Consolidate, simplify, automate and integrate

Global Services work with you to effectively manage planned and unplanned change, restore order in the face of rapid growth and strained resources, and contribute more to your bottom line by identifying ways to store and manage information more efficiently. Expect results that reflect best practices, proven methodologies, experienced people and reliable products. Through StorageTek's worldwide service organization, you'll find many ways to enhance your IT operations.

Support services

Hardware and software support

TekCare℠ Hardware Support services and TekCare℠ Software Support services are comprehensive service and support programs that streamline installation, warranty and maintenance of StorageTek products and help you restore order quickly.

Storage management

Remote Managed Storage services comprise a solutions suite that helps you retain control of your IT environment and become consistent, proactive and predictive through remote monitoring, reporting and management.

Multi-vendor support

Enterprise Support Services provide hardware and software management support for products of StorageTek and other vendors, including EMC, IBM, Sun Microsystems, HP, Brocade and VERITAS.* Reduce the complexity inherent in multi-vendor environments by working with a single point of contact.

Professional services

Storage assessments

Storage Assessment Services start with a thorough assessment of your current environment to seek ways to improve operational performance or enhance existing processes. Specific areas of optimization include storage management, storage area networks (SANs), backup/recovery processes and capacity. StorageTek also offers an affordable storage appraisal that reports on storage utilization, data aging patterns, backup effectiveness, read/write ratio, data duplication and throughput.

Business continuity and disaster recovery

Business Continuity and Disaster Recovery Services help 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, we can design a customized solution to meet your recovery time and recovery point objectives following industry best practices. We can then test 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 help streamline project activity while maintaining high data availability. Options include infrastructure services such as designing or optimizing existing facilities, media conversion and migration services, relocation services, asset management and custom cabling and connectivity services.

Product implementation

Implementation Services help you get it right the first time. Our storage professionals have years of experience solving tough business and technical storage challenges. They draw on consistent, repeatable best-practice methodologies. Minimize interoperability issues and downtime by letting the storage experts implement, test and validate your StorageTek solution.

Product training

Product training courses are conducted at the customer's location or in our facilities. These courses will give you a fast, efficient way to acquire the knowledge you need to operate your equipment and manage your storage environment more effectively. A knowledgeable staff can diagnose problems more quickly and maintain higher overall system availability. According to industry research, ongoing education and training for IT personnel can help reduce your average downtime by as much as 15 percent. Product training includes education services for customers that offers skills assessments, customized curriculum designed around your IT environment, and career path programs that will complement your business continuity and resiliency plans.

Engage the storage experts

Global Services provide 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. Global Services offerings help you service your customers, manage change and growth, reduce your management burden and maximize your return on investment.

To find out more about Global Services solutions, contact your StorageTek representative or visit www.StorageTek.com.

*Global Services do not provide Enterprise Support Services for EMC, IBM, Sun Microsystems or HP products as an affiliate of those vendor companies.

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.

WORLD HEADQUARTERS

Storage Technology Corporation
One StorageTek Drive
Louisville, Colorado 80028 USA
1.800.877.9220 or 01.303.673.5151

SC0006 A 07/04