



GLOBAL SERVICES

HARDWARE SUPPORT

Key benefits

Control the chaos

Communicate expected actions and outcomes to your internal users and end customers. With predictable, reliable maintenance support, you can manage downtime situations better.

Contain costs

Choose a program to meet your business requirements. StorageTek offers comprehensive service and support programs that provide the right level of support at the right price.

Reduce risk of downtime

With expert, multi-level attention from StorageTek, the global leader in storage management solutions, you can resolve hardware and software issues quickly and efficiently to minimize downtime and optimize access to revenue-producing programs.



Hardware support for StorageTek® solutions

When you experience downtime, the number one priority is to get up and running again as quickly as possible and with the least amount of disruption to your business. As a StorageTek® customer, you can choose the level of support required by your business model. And, as a result, restore calm and order and get back to business as usual.

Turn to the industry leader

TekCare™ Support Services are comprehensive hardware and software support programs designed exclusively to support your StorageTek solutions. With more than 30 years of experience in selling, installing and supporting storage solutions, StorageTek employs best practices to make every aspect of support a positive experience. TekCare Support Services provides efficient, cost-effective support of StorageTek's information lifecycle management strategy for data management and protection.

Flexible support

TekCare Support Services provides a flexible set of support plans for all of the StorageTek hardware and software you use in your data center.

Quick problem resolution

StorageTek Customer Service Engineers provide dependable, reliable and efficient service. From the time you request support, automated case management tracking tools facilitate communication with a variety of StorageTek support providers.

Hardware support plan overview

StorageTek offers four levels of hardware support plans: Elite, Select, Next Day and Interactive. Elite, Select and Next Day plans require that all StorageTek equipment that is within the same product line at your site be maintained under the same level support plan. These plans differ in support availability and response times. The Interactive plan provides access to technical information and phone support for customers who choose to operate and maintain their equipment with minimal assistance from StorageTek.



Hardware support plan comparison

Service	Description	Elite	Select	Next Day	Interactive
Telephone support	Assistance with problem isolation, technical questions or equipment operation.	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365
Onsite support (after remote problem determination) ¹	If a problem cannot be resolved by phone, StorageTek will send a Customer Engineer to your premises unless you agree no onsite service is required. (target)	2-hour response 24 x 7 x 365 (within 50 miles) ¹	4-hour response ² 8 to 5 (within 50 miles) ¹	Next day ² response 8 to 5 (within 50 miles) ¹	NA ³
Web support via Customer Resource Center Web site	On line access to: <ul style="list-style-type: none"> • Code fixes and patches • FAQs • Technical bulletins • Online documentation • Engineering Change Notice (ECN) database 	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365
Spares Support ⁴	Replacement parts delivered at no cost after determination of a failed hardware component is made.	Yes	Yes	Yes	30-day repair and return, or optional Advanced Exchange program for next business day delivery.
Remedial maintenance	When a problem cannot be resolved by phone, StorageTek will send a Customer Engineer to restore equipment to normal operation.	Yes	Yes	Yes	NA
Preventive maintenance	Proactive testing to prevent potential future equipment failure and maintain operation within specifications.	8 to 5 M–F ¹	8 to 5 M–F ^{1,2}	8 to 5 M–F ^{1,2}	NA
Concurrent maintenance	If the technology exists for a given device, StorageTek will perform remedial maintenance tasks non-disruptively during normal equipment operation.	Yes	Yes	Yes	NA
Engineering Change Notices (ECN)	Available through the Customer Response Center web site, ECNs include design modifications or microcode changes to improve functionality or performance. You can choose to have StorageTek install the change on your equipment.	24 x 7 x 365, Via CRC Web access. If requested, StorageTek will schedule installation	24 x 7 x 365, Via CRC Web access. If requested, StorageTek will schedule installation	24 x 7 x 365, Via CRC Web access. If requested, StorageTek will schedule installation	Access to ECN database. Customer can request StorageTek to install the ECN at current time and material rates.

¹ Additional time, maintenance and other charges may apply if service is conducted outside of predefined support timeframes and outside predefined support service areas.

² Excludes national holidays.

³ Onsite services can be purchased by Interactive customers at current time and material rates.

⁴ Depots and stocking locations are located throughout the world; additional services not covered under standard plans.

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A number of other services are not covered under the standard Elite, Select, Next Day and Interactive support plans, but can be delivered and billed separately. In general, these services are performed Monday through Friday between 8 a.m. and 5 p.m. local time, excluding nationally observed holidays.

Installation	Installations are performed for a one-time fee.
Equipment upgrades	Equipment feature and model upgrades that have been purchased separately will be installed for a one-time per-unit upgrade fee.
Equipment relocation	Moving or relocation of equipment is based on fixed-price quotation or time and materials rate, with two-hour mandatory minimum. Major equipment move and consolidation services are available by price proposal.
Equipment recertification	Recertification applies to StorageTek equipment that is no longer under warranty or is not currently being maintained. Recertification may involve repair and adjustments needed to bring equipment up to current maintenance standards. Services shall be performed on a time and material basis at StorageTek's then current rates.
Flexible billing plans	Flexible billing plan options are available for various customer needs.

Onsite services

The Interactive service offering does not cover onsite activity performed by StorageTek. If the Interactive customer wishes to have StorageTek perform onsite service, it will be performed on a commercially reasonable basis and billed at the then current time and material rate with a two-hour mandatory minimum.

Ask about additional support options

Third party hardware and software support

Support and maintenance for third party hardware and software is also available from StorageTek Enterprise Support Services. For more information about support and maintenance services for selected third party hardware and software, visit www.storagetek.com.

Engage the storage experts

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

To learn more

For more information about TekCare Support Services and other Global Services solutions from StorageTek, contact your StorageTek representative or visit www.storagetek.com.

General exclusions

The following services are not included in Elite, Select, Next Day or Interactive Warranty Service or Maintenance Service agreements and are billable on a time and material basis at StorageTek's then current rates:

- All services performed by StorageTek beyond the scope of the description above
- Electrical work external to the equipment
- Service of any kind on equipment which has been altered or connected to another device without StorageTek's written consent
- Service on items such as accessories attachments which are added to or used with the equipment
- Repair of damage resulting from transportation by customer, accident, power failure or other casualty
- Repair of damage or malfunction caused by misuse of the equipment or negligence by customer or a third party, use of unauthorized supplies or consumables with the equipment or the failure of customer to provide proper facilities and/or environmental controls for the equipment

Other exclusions may also apply that are specific to each service level of Elite, Select, Next Business Day and Interactive Warranty Service. For additional detail as to specific service level exclusions, contact your StorageTek representative or visit www.storagetek.com.

ABOUT STORAGETEK®

Storage Technology Corporation (NYSE: STK), a \$2 billion worldwide company with headquarters in Louisville, CO, has been delivering a broad range of storage management solutions designed for IT professionals for over 30 years. StorageTek offers solutions that are easy to manage, integrate well with existing infrastructures and allow universal access to data across servers, media types and storage networks. StorageTek's practical and safe storage solutions for tape automation, disk storage systems and storage integration, coupled with a global services network, provide IT professionals with confidence and know-how to manage their entire storage management ecosystem today and in the future.

StorageTek products are available through a worldwide network. For more information, visit www.storagetek.com, or call 1.800.275.4785 or 01.303.673.2800.

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