



GLOBAL SERVICES MULTI-VENDOR SUPPORT FOR IBM PRODUCTS

Key benefits

Reduce your management burden

Reduce the number of service providers you have to deal with, saving time and resources and freeing your staff to concentrate on core business issues.

Increase service capabilities

StorageTek's Enterprise Support Services provides a comparable level of service, with additional service capabilities not available from IBM, including customer site files and guaranteed response times that are 50 percent faster than IBM. The result is faster problem resolution times.

Improve efficiency

Global Services has made an investment in a systems support infrastructure numbering over 2,300 professionals, delivering reliable service across the globe at a lower cost.

Technology expertise

Global Services supports thousands of customers and their IT environments, providing the expertise to efficiently diagnose/resolve specific customer issues.

Multi-vendor support for IBM products

Your IT environment contains the mission-critical information needed to run your business. It wasn't created overnight. By now it's made of hardware and software from dozens of vendors, each with different support and maintenance requirements. You already keep your highest access, highest value data on your highest performing devices. In the same way, shouldn't you entrust the support of your IT environment to the vendor that can give you the deepest storage expertise and the fastest onsite response times? The StorageTek® **Enterprise Support Services** team offers a single point of contact for your Open Systems and mainframe maintenance issues so you can deliver world-class performance to your business.

Calm the chaos in multi-vendor environments

Enterprise Support Services for IBM products is available for a variety of IBM hardware and in combination with StorageTek's support of Hewlett-Packard, Sun Microsystems, EMC, Brocade, VERITAS and other platforms, offers true multi-vendor capabilities for customers. **Enterprise Support Services** enables manageability and availability through customer-defined service level agreements (SLAs), providing quick problem resolution with direct access to expert help. In addition, StorageTek® reduces the number of service providers your organization needs to manage, reducing your staff's workload and freeing them to concentrate on your core business.

StorageTek's heritage in the data center

StorageTek's multi-vendor capabilities are derived from our ongoing legacy as the solutions provider to high-end, mission-critical, heterogeneous storage environments for over three decades. StorageTek's hardware, software and services reside in more than 17,000 customer data centers worldwide, each of which is uniquely configured to meet the data protection needs of our customers. Based on this unmatched experience in heterogeneous environments, StorageTek's **Enterprise Support Services** is able to provide IBM equipment users with superior infrastructure support services.



Onsite problem solving 7 x 24 x 365. StorageTek will take responsibility for complete problem resolution, regardless of the source of the problem. Initial resolution activities will take place via telephone. If the problem cannot be resolved remotely, StorageTek will send a trained customer engineer to your premises within a two hour target response time if the site is within 50 miles of a StorageTek service facility. Additional charges may apply for sites beyond this distance.

Remote Support Facility (RSF). Enterprise Support Services customers have the added security of StorageTek's remote monitoring support, which is a mainframe-based support application running on dual 9221 devices in "hot spare" configuration with RAID-5 mirrored DASD. IBM equipment continually monitors itself for errors. When a predetermined threshold is reached, the RSF system will dial home to StorageTek, transmitting the error information and providing immediate notification to technical support personnel when necessary. With regard to performance, the RSF application provides exact duplication of the functions and capabilities of the OEM support device.

The StorageTek RSF hardware is housed in a secure raised floor area with redundant power, cooling, phone lines and peripheral hardware. StorageTek uses the OEM transmit system availability feature to verify call home compatibility. StorageTek has invested in developing programs to monitor and verify that this feature is working. StorageTek's "no call" tracking practices identify the failure of scheduled connections on a weekly basis, which is more proactive than the two week time period used by IBM. Figure 1 provides an overview of the RSF and the StorageTek process for utilizing its capabilities.

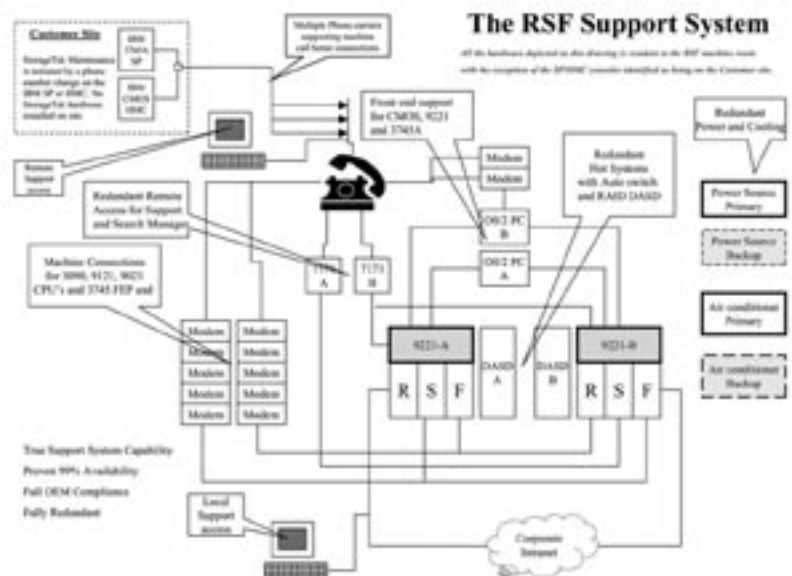


Figure 1. RSF Support System overview

MULTI-VENDOR SUPPORT

FOR IBM PRODUCTS

The Enterprise Support Services RSF Support System

StorageTek uses the following process for the RSF capabilities:

- CMOS CPU is registered with Expert Systems.
- CMOS CPU is configured for **Enterprise Support Services RSF**:
 - Toll-free phone numbers
 - Scheduled operation — weekly service availability call
- Problem detected by support element or hardware management console.
- Problem analysis routines automatically invoked to analyze error data.
- RSF initiates a hardware problem report (call home).
- StorageTek support engineer contacts customer, acknowledges event, and presents remedial action plan.

Microcode support. IBM makes engineering information available via the Web, by hardcopy publication, and by subscription to “Hardware Early Warnings.” StorageTek closely monitors this information, and its support engineers analyze all new updates and engineering changes and determine what, if any, machines in the customer’s environment are impacted. For StorageTek to order any engineering change on behalf of the customer, an “Owner/User Authorization Letter” must be used to grant StorageTek the authority to order engineering changes for the customer.

Technical support (24 x 7). Customers have 24 x 7 access to StorageTek’s engineers residing within the Remote Resolution Center through a closed-loop, time-based escalation case tracking process.

Spare and logistics support. Replacement parts are available at no charge, supplied via strategically located parts storehouses, or just-in-time logistics via alliances with key parts providers that enable fast response to equipment failures.

Concurrent maintenance. Maintenance tasks will be performed in a non-disruptive way during normal equipment operation whenever possible where the necessary technology exists in the equipment.

StorageTek's **Enterprise Support Services** contain all the features of IBM's own support contract, plus additional benefits:

Support program summary

Program features	Enterprise Support Services	IBM E-Server services
Telephone support	X	X
Internet support	X	X
24 x 7 capabilities	X	X
Global coverage	X	X
Onsite support within 2 hours (target)	X	Not available
Web knowledge base	X	X
Integrated case management	X	X
Remote diagnostics capabilities	X	X
Microcode updates and changes	X	X
Engineering changes (access and download)	X	X
Site file (configuration, account team, impact levels, etc.)	X	Not available
Spare parts support and replacement	X	X
Account assigned system support engineer	X	X

Additional billable services from StorageTek not included in base agreement

- Installation, based on a one-time installation fee based on the type of product.
- Equipment upgrades, based on separate one-time charges per feature or model upgrade.
- Reconfiguration changes, systems assurance planning, reviews, installation and implementation.
- Equipment relocation based on a fixed price quotation or current time and materials rate.
- Feature/function updates for software or microcode that introduce new features or functionality are not available from StorageTek but may be purchased separately from IBM.

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. More than 2,300 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 **Enterprise Support Services** for IBM products and mainframes, 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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