



MULTI-VENDOR SUPPORT

Key benefits

Reduce management burden

Reduce the complexity inherent in heterogeneous environments and free your staff to concentrate on core business issues. StorageTek® provides comprehensive storage hardware, software and vendor management expertise, including multi-vendor escalation issues.

Increase system availability with faster problem diagnosis and resolution

Maintain single-source ownership of support issues with StorageTek, so you can get up and running sooner without having to sort out who owns the problem. Satisfy users and customers by maintaining service level agreements.

Support your business confidently 24 x 7 x 365

With flexible levels of support, you can receive assistance around the clock with industry-leading onsite response times.

Increase your contribution to the bottom line

Realize significant savings on maintenance costs, while you reduce downtime and related costs.

Multi-vendor support

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 expertise and the fastest onsite response times?

Calm the chaos inherent in multi-vendor environments

Enterprise Support Services from StorageTek provides a single point of accountability for your Open Systems and mainframe support and maintenance issues. We support hardware and software from companies such as Brocade, EMC, Hewlett-Packard, IBM, Sun, VERITAS, and many others. When a problem occurs, it doesn't matter whose equipment is at fault, StorageTek will take responsibility for fixing it, under defined service levels that you choose to best meet your needs.

Resolve problems quickly with single-source, multi-level support

StorageTek's dedicated **Enterprise Support Services** teams will customize their services and design a single problem resolution process for your IT environment. You can choose the level of support that meets your needs, ranging from 24 x 7, two-hour onsite response to next day response times. With all **Enterprise Support Services** programs you benefit from the collective knowledge of thousands of service professionals with years of experience working in heterogeneous storage environments.

Maintain highest business availability

StorageTek offers a choice of Elite, Select or Next Day **Enterprise Support Services** levels to help you maintain the level of availability that is right for your business. The key difference in the levels of support is the target response time for onsite problem resolution after a problem has been diagnosed.

Target onsite response time

Elite	2 hour response (within 50 miles)*	24 x 7 x 365
Select	4 hour response (within 50 miles)*	8 a.m. to 5 p.m. (excluding holidays)
Next Day	Next day response (within 50 miles)*	8 a.m. to 5 p.m. (excluding holidays)

* Response time is defined as the elapsed time to dispatch a StorageTek Customer Service Engineer to the customer premises upon detection or notification of a need for assistance, provided the problem cannot be resolved remotely. Response time does not apply where the customer agrees that no onsite service is required.

In addition to sending a StorageTek expert for onsite remedial maintenance tasks, Elite, Select and Next Day support contracts also include the following services:

Telephone support

Toll free access to our specially trained technical analysts at the Remote Resolution Center for assistance with problem diagnosis or technical questions. Available 24 x 7 x 365.

Spare hardware

Replacement parts delivered at no cost, as quickly as possible upon notification of a failed hardware component.

Engineering changes

Access through a single source the relevant engineering changes that are deemed mandatory by the manufacturer to improve the functionality and/or performance of supported multi-vendor hardware and software. Save time because you don't need to track down each vendor's information. Available between 8 a.m. and 5 p.m. Monday through Friday, excluding holidays.

Preventative maintenance

To keep your equipment running at maximum efficiency, StorageTek will provide preventative services as determined by equipment specifications. Services are performed Monday through Friday between 8 a.m. and 5 p.m. local time, excluding holidays.

Concurrent maintenance

Concurrent maintenance consists of remedial maintenance tasks that will be performed in a non-disruptive way from our remote support center, whenever the necessary technology exists in the equipment.

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 offerings 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** from StorageTek, contact your StorageTek representative or visit www.storagetek.com.

StorageTek Global Services does not provide **Enterprise Support Services** for EMC, IBM, Hewlett Packard or SUN products as an affiliate of those 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.

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