



# MULTI-VENDOR SUPPORT

## FOR VERITAS 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.

#### Improve service levels

The seamless inclusion of VERITAS support in StorageTek's Enterprise Support Services results in reduced problem resolution times.

#### Improve efficiency

StorageTek 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.

#### Support your business confidently 24 x 7 x 365

Receive assistance around the clock with industry-leading onsite response times.

### Multi-vendor support for VERITAS products

Your storage 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 storage devices. In the same way, shouldn't you entrust the support of your storage 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 storage issues so you can deliver world-class performance to your business.

#### Calm the chaos in multi-vendor environments

**Enterprise Support Services** for VERITAS software products is available for a variety of hardware and offers true multi-vendor capabilities for VERITAS software. **Enterprise Support Services** enables manageability and availability through custom-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.

#### Partnering for the best service

VERITAS and Global Services have established a long-standing global partnership based on best practices in delivering world-class support services and high levels of customer satisfaction.

StorageTek's software support personnel have received VERITAS training and are fully certified by VERITAS for technical excellence in software support. They are qualified to deliver first- and second-level software support as well as support for operating system issues. An established escalation path allows for rapid involvement of VERITAS third-level engineering resources when necessary. You get the best of both worlds: superior customer service from StorageTek's support experts, who understand both hardware and software maintenance, and unfettered access to the world-class technical excellence of VERITAS' software engineering resources.

#### Additional billable services from StorageTek not included in base agreement

- Onsite support services, 24 x 7 x 365, with a two-hour target response time for customer sites within 50 miles of a StorageTek service facility. Additional surcharges may apply for sites located beyond that range.
- Installation of software licensed program, release, or version is available under the then current rates and terms of billable program services or from VERITAS directly.
  - "Release" means a modification to a licensed program that does not cause a change in the model number and may add functionality.
  - "Version" means modifications to a licensed program that add significant functionality and cause a change in the model number. A new version may have an upgrade charge, a new initial license charge, and a new periodic license charge or a new periodic support charge.

## Offering attributes

Technical support (24 x 7)	Customers have 24 x 7 access to StorageTek's VERITAS-trained engineers for Level 1 and Level 2 support, including call logging, initial problem diagnosis, troubleshooting, fault solution, problem re-creation, and call diagnostics. Customers also have access to the VERITAS Web site as well as its online knowledge database.
Access to VERITAS engineering	StorageTek is a VERITAS-certified partner, allowing StorageTek customers priority access to VERITAS support, including Level 3 engineering support via the standard escalation process.
Remote accessibility	StorageTek provides telephone support for software, relying on remote connectivity via dial-up line or VPN as appropriate for the customer. Remote connection facilitates access to the customer system by VERITAS engineers for Level 3 problem solving. In addition, StorageTek VERITAS support customers have access to the VERITAS online knowledge database of software and hardware issues, as well as to Web-based case management via the StorageTek Customer Resource Center.
Software upgrades and patch releases	Through partnership with VERITAS, customers have access to both code upgrades and patch releases as a well-established part of StorageTek's VERITAS support model.
Account management	Comprehensive account services include: <ul style="list-style-type: none"> <li>• Case history report</li> <li>• Dedicated StorageTek customer service advocate, when required, for the duration of problem resolution</li> <li>• Direct access to Level 2 support via telephone, Web or e-mail on a 24 x 7 basis</li> <li>• Account management team</li> </ul>

StorageTek's **Enterprise Support Services** contains all the features of VERITAS' own support contract, plus many additional benefits:

## Support program summary

Program features	Enterprise Support Services	VERITAS support
Telephone support	X	X
Internet support	X	X
24 x 7 capabilities	X	X
Global coverage	X	X
Direct access to solutions support	X	Not available
Dedicated solutions support account team	X	Not available
Onsite support within 2 hours (target)	X	Not available
Remote diagnostics capabilities	X	X
Software upgrades and patch releases	X	X
Web knowledge base	X	X
Integrated case management	X	X
Site file (configuration, account team, impact levels, etc.)	X	Not available
Account assigned system support engineer	X	X
Service response time:*		
Critical impact	30 minutes	30 minutes
Significant impact	1 clock hour	2 business hours
Moderate impact	8 business hours	8 business hours
No impact	8 business hours	4 business days

\* Response time is defined as the maximum amount of time that will elapse prior to the vendor beginning to work on the issue from the time of receipt.

## 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** for VERITAS products and mainframes, contact your StorageTek representative or visit [www.storagetek.com](http://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](http://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