



MULTI-VENDOR SUPPORT

FOR EMC 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.

Extend life of current equipment

Enterprise Support Services gives you the option of affordable service pricing for EMC products, allowing you to decide when to upgrade your existing investment.

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.

Leverage technology expertise

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

Support your business confidently 24 x 7 x 365

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

Multi-vendor support for EMC 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 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 maintenance issues so you can deliver world-class performance to your business.

Calm the chaos in multi-vendor environments

Enterprise Support Services for EMC products is available for a variety of EMC hardware and in combination with StorageTek's support of IBM, Hewlett-Packard, Sun Microsystems, Brocade, VERITAS and other storage platforms, offers true multi-vendor capabilities for customers. **Enterprise Support Services** enables the manageability and availability of EMC equipment 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.

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 EMC equipment users with superior infrastructure support services.

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 EMC.

Onsite problem solving 24 x 7 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 outside this range.

Additional **Enterprise Support Services** capabilities include:

Offering attributes

Remote monitoring	EMC equipment continually monitors itself for errors and when a predetermined threshold is reached, the system will dial home to StorageTek's Remote Support Facility. The RSF will capture the information and provide immediate error notification to technical support personnel.
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.
Reconfiguration changes (BIN files)	StorageTek's services include one free BIN file change per system, per quarter. The average customer institutes multiple BIN file changes per system annually.
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 allow for 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.

Enterprise Support Services contains all the features of EMC's own support contract, plus additional benefits:

Support program summary

Program features	Enterprise Support Services	EMC spectrum 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
One free BIN file change per quarter	X	Not available
Site file (configuration, account team, impact levels, etc.)	X	X
Spare parts support and replacement	X	X
Account assigned system support engineer	X	X

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 EMC 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.

WORLD HEADQUARTERS

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