STORAGETEK ®

IMPLEMENTATION SERVICES

MID-RANGE TAPE LIBRARIES

Key benefits

Minimize interoperability problems
Validate that hardware and software products work together before implementing a solution.

Reduce downtime
Avoid painful disruptions and minimize the chaos associated with scheduled or unscheduled downtime.

Avoid hiring under pressure
Minimize costly and time-consuming efforts to find skilled resources under aggressive time frames.

Reduce risk
Select the right service to achieve the results you want. Proven implementation methodologies used by StorageTek professionals can expedite results and satisfaction.

Maximize ROI
Achieve the benefit of new technology sooner by expediting the implementation and availability of new technologies.

Baseline Implementation Services

StorageTek's Implementation Services help you maximize the full benefits of your storage solution investments — right from the start. The Baseline Implementation Services for mid-range tape libraries offering covers implementation of StorageTek's L180 and L700e tape libraries in environments not requiring ACSLS Manager™ software or Host Software Component (HSC) software. This service offering provides knowledge transfer to your organization.

The service offering includes establishing host connectivity to the library and the integration of the library into your existing backup operation including the setup of media controls. StorageTek's Backup Resource Monitor™ software is installed and set up to report on your backup operation. In addition, the service offering includes design validation, documentation and project management.

Consulting services include:
- Project planning, outlining tasks and resources
- Status meetings and reports
- Documentation of issues encountered during project's lifecycle and escalation process
- Single point of contact between the customer and implementation team
- Verification of customer requirements based on pre-sales activities
- Validation of business requirements
- Verification of solution design and alignment of design to business requirements
- Validation of system interoperability
- Test plan development and execution
- Definition of testing acceptance criteria
- Documentation of project plan, design document, interoperability guide, engineering diagram
- Knowledge transfer of basic product operations, trouble shooting and event call management; support call procedures; product profile/configuration export procedures

Implementation services include:
- Backup Resource Monitor software implementation
- One ACS
- Integration into client's backup application
- Setting up client access controls
- Tape volume management

Additional consulting services

In addition to Baseline Implementation Services, StorageTek® offers a higher-level consulting service for organizations whose implementation needs go beyond the baseline level.

Engage the storage experts

StorageTek's Global Services professionals help you address storage challenges by delivering integrated solutions that optimize and manage storage performance over the life of your data. Focused on cost management, reliability and flexibility, our proven methodologies and commitment to best-in-class, global professional services and multi-vendor support help you gain and sustain measurable results. Covering over 50 countries, more than 2,100 service professionals deliver solutions that support more than 17,000 customer data centers worldwide.

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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