

StorageTek TekCare Support Services options and deliverables

Delivery of TekCare Support Services on StorageTek hardware and software products includes knowledge support and management.

Hardware Support Services

Service	Elite Support	Select Support	Next Day Support	Interactive Support
Telephone support	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365
Web support	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365
Onsite support (after remote problem determination)	2 hour response 24 x 7 x 365 (within 50 miles)	4 hour response ² 8 to 5 (within 50 miles)	Next day ² response 8 to 5 (within 50 miles)	NA
Customer Resource Center (CRC) support	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365
Spares support ³	Yes	Yes	Yes	30-day repair and return
Preventative maintenance	8 to 5, M–F ¹	8 to 5, M–F ^{1,2}	8 to 5, M–F ^{1,2}	NA
Engineering change notices	24 x 7 x 365 via CRC Web access. Customer can request ECN installation ¹	24 x 7 x 365 via CRC Web access. Customer can request ECN installation ^{1,2}	24 x 7 x 365 via CRC Web access. Customer can request ECN installation ^{1,2}	Access to Engineering Change Notification database. Customer can request ECN installation

¹ Additional time and maintenance charges may apply if service is conducted outside of predefined support time frames

² Excludes national holidays

³ Depots and stocking locations are located throughout the world

Software Support Services

Service	Elite Support	Select Support	Interactive Support
Telephone support	24 x 7 x 365	8 to 5, M–F ^{1,2}	NA
Online support	Yes	Yes	Yes
Customer Resource Center support	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365
E-mail Q & A	Response time 12 hours or less	Next business day	Varies
Remote Diagnostics Support (when available on the product)	24 x 7 x 365	8 to 5, M–F ^{1,2}	NA

To learn more about how StorageTek TekCare Support Services can keep your business operations running at maximum efficiency, visit our support pages today at www.storagetek.com or talk to your local StorageTek representative.

For detailed specification information please visit us at: www.storagetek.com/support.html

For technical support, please call the following number: 800.525.0369

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TekCare™ Support Services Deliverables Guide

Maintenance and support for StorageTek hardware and software products

Hardware Support Services

Elite Support

24 x 7 x 365 onsite response

Select Support

8 a.m. to 5 p.m., Monday-Friday, same day, onsite support, excludes national holidays

Next Day Support

Next business day, onsite support, excludes national holidays

Interactive Support

Phone/Web access 24 x 7 x 365

Software Support Services

Elite Support

24 x 7 x 365

Select Support

8 a.m. to 5 p.m., Monday-Friday, excludes national holidays

Interactive Support

Web access to Customer Resource Center

TekCare Support Services Definition

StorageTek's TekCare™ Support Services provide comprehensive service, maintenance and support programs for your StorageTek® hardware and software solutions. Our experts have provided TekCare service for over 35 years.

TekCare Support Services provide the right level of hardware and software support at the right price.

TekCare added value

- Provides predictable and reliable maintenance and support
- Optimizes support flexibility with service plan options
- Extends the life of existing storage assets through high-quality support
- Improves ability to meet business objectives through expedited problem resolution

Support Issues

- Does your support program meet your maintenance and budgetary requirements?
- Do you require reliable hardware and software support services to manage downtime more efficiently?
- Is your system complexity making it difficult to keep pace with equipment maintenance?
- Are you maximizing your ability to realize return on your storage investments?
- Do you need coverage for both parts and labor?
- Do you need preventative maintenance?
- Do you have equipment that is no longer under warranty?

Expert care. Quality care. TekCare

TekCare Features

- Expert technical support and maintenance on StorageTek systems
- Includes latest StorageTek releases and updates
- Provides a single point of accountability
- 24 x 7 x 365 ongoing support options

TekCare Benefits

- Backed by StorageTek's 35 years of industry experience
- Helps contain costs — we know our equipment better than anyone
- Promotes productivity with service alternatives for different customer support needs
- Lets you leverage extensive library of product information and updates through Customer Resource Center Web portal

Protect your business with TekCare

TekCare Elite, Select and Next Day hardware plans also protect your business with the following proactive and reactive maintenance activities:

Spares support

If necessary, replacement parts are provided for all hardware problems. Spare parts resources are strategically located near most major metropolitan areas to allow StorageTek technicians to respond to equipment failures at your site in a timely manner.

Remedial maintenance

Should maintenance be needed, many maintenance issues can be resolved by telephone, while other issues may require an onsite visit by a technician. Added value received with StorageTek remedial maintenance includes:

- Thorough diagnosis of the problem
- Isolation of the problem
- Timely repair

Preventative maintenance

To prevent future equipment failure and to assure accordance with specifications, StorageTek performs preventative maintenance (PM) on equipment on which PM applies. Preventative work is done Monday through Friday between the hours of 8 a.m. and 5 p.m. local time, excluding national holidays. Additional charges apply if service is performed outside of the defined time frame.

Preventative work detail

Preventative work may include:

- Providing latest releases
- Ongoing updates
- Proactive maintenance approach

Concurrent maintenance

When the necessary technology exists in the equipment, and remote management techniques such as remote system monitoring can be used, StorageTek performs remedial maintenance that is non-disruptive and concurrent with normal equipment operation.

Additional support options

Recertification of StorageTek equipment

StorageTek offers recertification for StorageTek equipment that is no longer under warranty or is not currently being maintained. Recertification involves reviewing capabilities of StorageTek equipment that may no longer be covered by a maintenance arrangement, and making any adjustments and repairs that may be necessary for equipment to again meet current performance standards. Services shall be performed on a time and material basis at then current rates.

Third-party hardware and software support

Beyond TekCare for StorageTek equipment, support and maintenance for selected third-party hardware and software is also provided by our Enterprise Support Services (ESS). Visit the Support section of www.storageitek.com for additional detail on our Multi-Vendor Services.

TekCare Services offering value

For both hardware and software support, StorageTek provides world-class support services to customers around the globe through a solid infrastructure and expert capabilities.

Extensive resources

- Over 1,900 service professionals worldwide
- Services in over 50 countries
- Servicing 17,000 customer data centers
- Three customer technology labs: North America, Europe and Asia

Extended delivery capabilities

- Support/implement 3,000+ SANs worldwide
- Over 1,400 Professional Services engagements worldwide in the last year
- Storage Operating Center providing 24 x 7 x 365 remote management capabilities for server, disk, tape, SAN, etc.
- Managing worldwide inventory of 160,000 non-StorageTek parts
 - 55 parts depots
 - 6 national warehouses
 - 384 stocking locations

Support quality

- StorageTek is the only authorized provider of StorageTek microcode upgrades
- We are the only provider of StorageTek software licenses
- We have a proven escalation process when problems occur to promote effective and timely problem resolution
- Our customer service engineers deliver TekCare quality support and value that other support providers do not match

StorageTek market distinction

- StorageTek's market leadership is reflected in the Gartner Magic Quadrant as a world-class provider of storage and services
- StorageTek developed information lifecycle management for strategic and cost-effective storage programs

Service plan detail

Hardware support plans — Elite, Select, Next Business Day, Interactive

For additional detail on hardware support plans, see back page.

StorageTek offers four hardware support plans. Target response times for Elite, Select and Next Business Day apply to sites located within 50 miles of a StorageTek service facility. If you're located more than 50 miles from a StorageTek service facility, arrival time will be as timely as possible and a surcharge may apply. Interactive support is always available via phone or over the Internet.

Elite, Select and Next Day plans include spare parts replacement at no additional charge.

All hardware support plans include:

- Access to the StorageTek Customer Resource Center (CRC) 24 x 7 x 365 to review FAQs, bulletins, documentation and other technical information
- Access to engineering change notices via the Customer Resource Center Web portal
- 24 x 7 x 365 toll-free telephone support
- Parts and labor (not included in Interactive Support)

Software support plans — Elite, Select, Interactive

For additional detail on software support plans, see back page.

StorageTek offers three software support plans that offer corrective action in the form of documentation, code, notice of availability of corrected code, restriction, workaround or bypass.

All software support plans include:

- Access to the StorageTek Customer Resource Center Web site to view technical information: FAQs, technical bulletins, documentation and more
- A maintenance release notification database that allows you to download and install code fixes and patches

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.storageitek.com, or call 1.800.275.4785 or 01.303.673.2800.