GLOBAL SERVICES
HELPING YOU SUPPORT YOUR BUSINESS

STORAGETEK'S OFFERINGS

The priorities for IT organizations are clear: support your users, who can then support your business and your customers. Your success in accomplishing these priorities depends upon many things: staff skills and availability, the number of daily fires you fight, the number of vendors you manage and the rate of growth in your organization, to name a few. Too often, planning for the future is put on hold.

REALIZE YOUR FULL POTENTIAL

With more than 30 years' experience in the storage industry, StorageTek® understands your dilemma. The StorageTek Global Services organization is dedicated to helping IT organizations do what it takes to support and optimize current storage environments and to position them for the future. With purposeful investments in tools and technology, and thoughtful alignment with industry-leading partners, StorageTek offers you a broad array of implementation services, support programs, consulting services and turnkey industry solutions.

CONSOLIDATE, SIMPLIFY, AUTOMATE AND INTEGRATE

StorageTek Global Services works with you to effectively manage planned or unplanned change, restore order in the face of rapid growth and strained resources, and contribute more to your bottom line by identifying ways to store and manage information more efficiently. Expect results that reflect best practices, proven methodologies, experienced people and reliable products. Through StorageTek's worldwide service organization, you'll find many ways to enhance your IT operations.

SUPPORT AND SUPPORT MANAGEMENT SERVICES

StorageTek® TekCare™ support services — a comprehensive service and support program that streamlines installation, warranty and maintenance of StorageTek products and helps you restore order quickly.

StorageTek® Remote Managed Storage services — a suite of solutions that helps you retain control of your IT environment and become consistent, proactive and predictive through remote monitoring, reporting and management.

StorageTek® Enterprise Support Services offerings — a hardware/software support management program for products of StorageTek and other vendors, including EMC, IBM, Sun Microsystems, Hewlett-Packard, Compaq, Brocade* and VERITAS. Reduce the complexity inherent in multivendor environments by working with a single point of contact.

KEY BUSINESS BENEFITS

> **Manage business change and adversity**
Ease your business through planned or unplanned changes with solutions that are flexible, intelligent and integrated. Reduce the risk of data loss with business continuity, disaster recovery and data protection strategies for your enterprise.

> **Unleash trapped profits**
Find hidden profits in your storage solution as you improve asset utilization, lower total cost of storage, ease growth pains, make informed decisions faster, and educate your staff.

> **Calm the chaos**
Bring order and discipline to high-growth, heterogeneous environments by working with StorageTek as a single point of contact to: manage multivendor situations; provide remote monitoring, reporting and management; and deliver premier installation, maintenance and support services.

STORAGETEK®

PROFESSIONAL SERVICES

Storage Architecture Services — assessment and design services that help you lower total cost of ownership in areas of storage utilization, backup/recovery, disk capacity, SAN optimization and storage management.

Data Centre Services — a suite of services that helps you streamline and manage challenging data center changes. Assessment, planning and project management expertise simplify consolidation, relocation, migration, expansion and asset management policy review.

Business Continuity and Disaster Recovery Services — a suite of services designed to help you create first-rate business continuity and disaster recovery plans to minimize disruption associated with service interruption. Services include assessment of your technical environment, business impact and risk; business continuity planning; and advanced recovery/high availability solution design.

Data Protection Services — a step-by-step service that results in an enterprise-wide solution to secure and access electronically stored data in any form within the time frames your business demands. Maintain high data availability while you reduce your vulnerability to unexpected change.

Technology Integration Services — tiered product deployment services that help you maintain calm and order during hardware/software transitions: assessment, configuration, verification testing, implementation planning, installation, startup assistance, production tuning and knowledge transfer.

Customer Education — classes that improve your staff skills, support best practices and ISO requirements, shorten response times and reduce support costs — and as a result, help to improve your bottom line.

SOLUTIONS

Digital Archiving Solutions

> **Broadcast —** a comprehensive, integrated digital solution that enables efficient content capture, creation, conversion, storage, media management, streaming and viewing of rich media for use and reuse. StorageTek and its partners help you minimize the stress of re-architecting your business with an efficient, reliable process that allows you to reduce costs while you expand offerings.

> **Healthcare —** a departmental or interdepartmental transactional archive solution that facilitates access to patient information and meets Health Insurance Portability and Accountability Act (HIPAA) compliance for data management, disaster recovery and security. StorageTek and its Picture Archive and Communications System (PACS) partners help you streamline and manage operational change with cost-effective, scalable, turnkey solutions tailored to your requirements.StorageTek, along with our best-in-class partners, provides your healthcare enterprise with the right technology, at the right price, with the right performance.

> **Physical Security Assessment —** an examination of your physical security solutions and procedures that streamlines the implementation of a technology solution that ties together front and back end software and databases into security, information and communications systems. StorageTek and its partners help you improve efficiency, productivity and customer service while decreasing human intervention, risk, vulnerability and total cost of ownership.

> **Security/Video Surveillance —** an integrated, user-friendly Internet Protocol solution that works with your existing infrastructure. Build an orderly link between IT and security to capture, record, manage, store, and utilize surveillance video assets. StorageTek and its partners provide a storage area network-enabled solution that lets you share data among disparate security systems.

STORAGETEK® GLOBAL SERVICES

E-MAIL SOLUTIONS

StorageTek's e-mail archive solutions provide e-mail storage and management tools to help you gain control and enable use of a strategic business asset. By targeting common e-mail challenges, StorageTek supports your objectives for user productivity, business continuity, disaster recovery, storage consolidation and total cost of ownership:

> E-mail storage management
> E-mail content management
> Compliance with mandated retention requirements
> Increased productivity
> Cost effective litigation support.

SAN SOLUTIONS

StorageTek's SAN solutions help you unleash trapped profits, manage growth and achieve the true benefits of a SAN. By identifying the right storage and networking devices, you can simplify capacity, connectivity and management issues. StorageTek provides a wide range of services that:
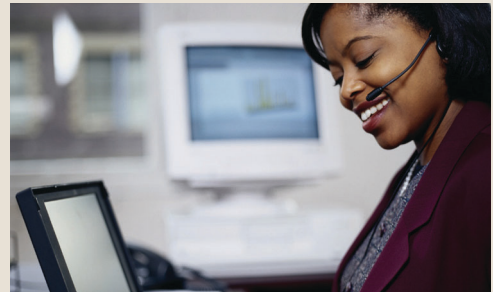
> Consolidate dynamically-allocated storage resources on the network
> Manage information throughout its lifecycle on the appropriate storage devices
> Increase application performance
> Lower IT costs through better asset utilization
> Improve "always on" data availability.

ENGAGE THE STORAGE EXPERTS

StorageTek Global Services provides 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 over 50 countries deliver solutions that support more than 17,000 customer data centers worldwide. Global Services offerings help you service your customers, manage change and growth, reduce your management burden, and maximize your return on investment.

To find out more about Global Services solutions, contact your StorageTek representative or visit www.StorageTek.com.

*StorageTek Global Services does not provide Enterprise Support Services for EMC, IBM, Sun, Microsystems, Hewlett-Packard, Compaq or Brocade products as an affiliate of those vendor companies.

STORAGETEK®

About StorageTek®

Storage Technology Corporation (NYSE: STK), a $2 billion worldwide company with headquarters in Louisville, CO, has been delivering a broad range of storage management solutions designed for IT professionals for over 30 years. StorageTek offers solutions that are easy to manage, integrate well with existing infrastructures, and allow universal access to data across servers, media types and storage networks. StorageTek's practical and safe storage solutions for tape automation, disk storage systems and storage integration, coupled with a global services network, provide IT professionals with confidence and know-how to manage their entire storage management ecosystem today and in the future.

StorageTek products are available through a worldwide network. For more information, visit www.storagetek.com, or call 1.800.786.7835.

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