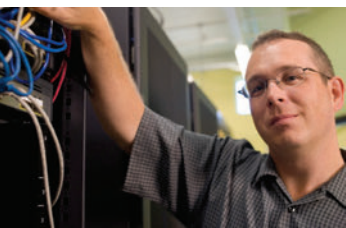


# Stratus Assured Availability ftService Offering for VOS-Based Systems



## Service with a difference

Stratus' technology-enabled services are designed to complement and enhance the industry's most reliable operating system. When you pair your VOS-based application solutions with our Assured Availability ftService<sup>SM</sup> offering, you benefit from the industry's highest levels of uptime and 24/7 access to an entire team of senior support engineers.

This is service with a difference. We focus on preventing downtime instead of providing a remedy after the fact, as others do. Powerful ActiveService<sup>TM</sup> capabilities, built into every Stratus system, connect you to our global service network built to detect, troubleshoot, and resolve problems fast — without the need for an on-site call.

**Genuine OpenVOS support is only available from the people who developed it and continue to enhance its features and functionality. Stratus' Assured Availability offering brings you a level of uptime, OpenVOS expertise, and 24/7 priority support that is unmatched by any other vendor.**

## Assured Availability service

V Series and Continuum<sup>®</sup> customers can count on Assured Availability coverage for top priority service every step of the way.

### KEY SERVICES FEATURES

- Engineering response to a critical call within minutes
- Access to VOS/OpenVOS developers
- Around-the-clock system monitoring
- Same-day, on-site emergency service
- Crisis team problem-solving approach
- Root-cause determination and relief
- Investment protection through a software update subscription: includes operating system, compilers, firmware, middleware and other layered products
- Comprehensive system-level, quality assurance testing
- Assured Availability Program guarantee

Uptime. **All the time.**



## ftService online support keeps you covered around the clock, no matter where in the world your servers are located



### Your single source for comprehensive support

Stratus provides a single source of accountability for complex inter-related platform, system software, and OpenVOS operating system support issues. We allow our customers to declare the severity level of incidents and we assume ownership for problem resolution throughout your system's entire life cycle. Our global crisis management system gives you priority engineering response to a telephone or web service request in as little as 30 minutes.

Most important, Assured Availability customers have direct access to the OpenVOS development team, ensuring a level of system and OS expertise that is only available from Stratus.

### Root-cause analysis prevents problem recurrence

Stratus servers running OpenVOS report a depth and frequency of diagnostic information that is unmatched in the industry. Hardware and software issues are captured, analyzed, and reported to Stratus. This in-depth diagnostic information gives authorized support engineers the details they need to determine the root cause of issues related to the hardware or operating environment.

**We can perform root-cause analysis on all types of hardware, software, and network connectivity issues even if they are unrelated to your Stratus hardware or software**

## ACTIVESERVICE MANAGER

### ONLINE SUPPORT TOOLS

Get instant access to critical information through Stratus' comprehensive set of online support tools.

- **Global incident management system:**  
Allows you to submit, track, and resolve issues quickly and easily
- **Stratus knowledgebase:**  
Provides access to thousands of known problems and solutions based on more than 30 years of expertise in assuring uptime
- **Comprehensive support library:**  
Includes product manuals, release notes, software patches, part numbers/service designations, site planning guides, and more
- **Collaborative services gateway:**  
Features TSANet, a worldwide, multi-vendor alliance that offers an industry-wide forum for the prompt resolution of complex interrelated support issues

Engineers are also able to draw upon configuration information, including firmware revision levels and a complete incident history.

Stratus' online knowledgebase acts as a repository that tracks events across the entire installed base of systems, enabling us to identify and take remedial action on trends and defects before they pose problems. We also use this data to improve future product and service capabilities.

**Uptime. All the time.**

# Stratus Assured Availability Support ensures the right resources are there to help — whenever and wherever you need them

## Stratus worldwide 24/7 services

The most demanding application environments require the most reliable servers coupled with tightly integrated services to provide a total uptime solution. Stratus understands this better than any other solutions provider.

Stratus' proven, uniform installation services establish the foundation for system reliability and performance. Our availability experts ensure that your new VOS-based solution is installed quickly and efficiently, with minimal disruption to business operations. Migration services are designed to help you optimize uptime and minimize risk during and after a system or application upgrade.

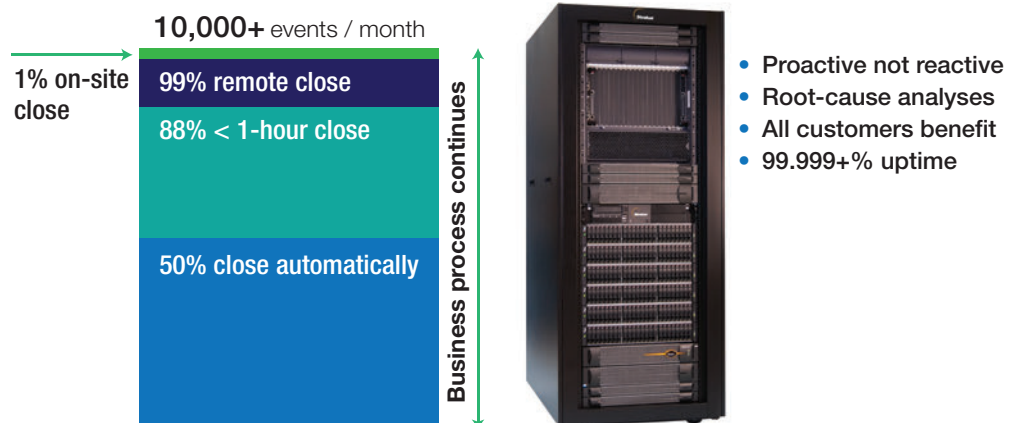
Online technical and certification training allows you to acquire the skill sets essential for building and maintaining critical VOS solutions.

Stratus' Professional and Managed services offer highly skilled technical and development resources along with proven methodologies that help you structure architectural change and implement ongoing IT support processes.

Focused on environments that must-not-fail, our model delivers infrastructure integrity, performance assurance, and proactive lifecycle management for all of your critical applications.

## Stratus resolves service issues online 99% of the time

### Business processes continue as normal



*Our proactive, location-independent delivery model begins at the first sign of an issue and doesn't stop until your problem is fully resolved.*

Uptime. **All the time.**

## ftService for VOS-based systems

for ftServer V Series systems or Continuum systems running OpenVOS or VOS operating environments

ftService Coverage Features	Assured Availability
Availability Guarantee <sup>1</sup>	■
Management priority escalation	■
Same day, on-site emergency Service <sup>2</sup>	■
Problem relief objective	Normal system operation plus root-cause investigation
Critical problem engineer response time	<30 minutes
Access to availability engineer	24/7
Executive problem escalation	■
Assigned service account manager	■
Access to software advice	24/7
Software update subscription	Operating system, firmware, and layered products
Advanced parts exchange <sup>2</sup>	Next business day
Proactive system monitoring (ASN)	24/7
Access to hardware advice	24/7
Secure remote access	Modem
Software support response (critical)	< 30 min.
Hardware support response (critical)	< 30 min.
Contract term: years	One or multi; annual billing

<sup>1</sup> Provides financial protection against any unplanned downtime. Only Stratus offers this level of commitment to uptime. Terms and conditions apply.

<sup>2</sup> Where available.

### Learn More About Stratus 24/7 Worldwide Services

- Professional and Managed Services  
<http://www.stratus.com/services>
- Support and Documentation  
<http://www.stratus.com/support>
- Technical Training and Education  
<http://www.stratus.com/education>

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