

# STRATUS FTSERVICE FOR FTSERVER PLATFORMS

Unprecedented levels of availability and peace of mind

With Stratus, you can rest assured your essential business applications will be online, all the time. Our proactive ftService<sup>SM</sup> offerings focus on preventing downtime and data loss — an advantage that far outweighs the “break-fix” support offered by other vendors.

## Service With a Difference

When you pair Stratus® ftServer® systems with proactive services, you benefit from the highest availability for Microsoft® Windows Server®, Red Hat® Enterprise Linux® and VMware® vSphere™ operating environments.

## Automated Uptime Layer

Your first line of defense against downtime is embedded into every ftServer system we sell. Stratus' unique Automated Uptime Layer™ software constantly monitors more than 500 system alarms to identify, handle and report faults — before they impact your system. If a component needs replacing, the software automatically orders the correct customer-replaceable part. Parts are easy to replace without specialized tools or skills, while your system continues to run.

ftServer Support Services provides worldwide coverage around the clock, no matter where your servers are located.

## Key Benefits

- Achieves unmatched business continuity and data integrity by preventing downtime
- Delivers outstanding serviceability with 24/7/365 system monitoring eliminating the need for IT intensive resources
- Resolves 99% of all service events remotely; 88% within one hour or less
- Contains hot-pluggable components that are easy to replace without special tools
- Orders accurate replacement parts automatically which are delivered next business day

## Proactive Availability Management

Stratus' proactive availability management combines our advanced technologies with industry best practices backed by our three decades of availability expertise. Stratus' support technicians monitor your system over our secure global Active Service™ Network (ASN). Leveraging information provided by the Automated Uptime Layer, these experts are at the ready 24/7/365 to remotely diagnose and remediate complex issues.

Our cost-effective ftService options guarantee on-demand service no matter where your system is located. There are no hours of waiting for a repair technician to show up — hopefully with the right part — to get your business back online. Everything a service technician can do onsite, Stratus' service engineers can do remotely working in tandem with your IT team to resolve problems online 99% of the time while your business applications and operations continue to run as normal.



### Your Single Source for Comprehensive Support

Stratus provides a single source of accountability for complex inter-related platform, system software, and operating system (OS) support issues. Our global crisis management system gives you priority engineering response to a telephone or web service request in as little as 30 minutes.

### Root-Cause Analysis Prevents Problem Recurrence

The Automated Uptime Layer reports 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 support engineers the details they need to determine the root cause of issues related to the hardware or operating environment. Engineers are also able to draw upon configuration information, including firmware revision levels and a complete incident history.

Stratus' online knowledge base 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.

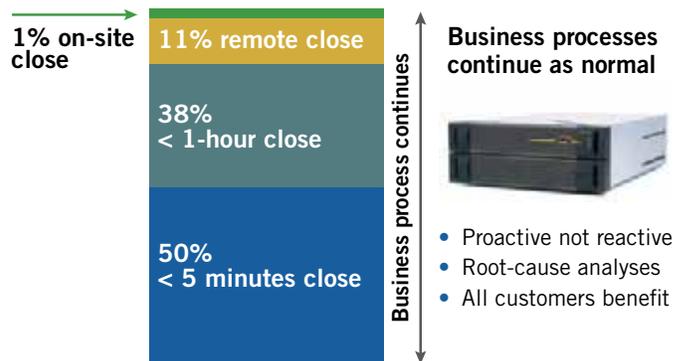
Stratus takes ownership of complex interrelated hardware, software and network connectivity issues when vendor responsibility is not immediately clear.

### Online Support Tools

Stratus' comprehensive set of online support tools provide access to critical information.

- **Global incident management system:**  
Allows you to submit, track, and resolve issues quickly and easily
- **Stratus knowledge base:**  
Provides access to thousands of known problems and solutions based on more than 30 years of expertise in assuring availability
- **Comprehensive support library:**  
Includes product manuals, release notes, software patches, part numbers, site planning guides, and more

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



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

Our premier “Assurance” service options include:

### Total Assurance Service

Our Total Assurance coverage provides comprehensive, top priority support every step of the way. The most popular service among customers with business-critical applications, this plan features:

- Stratus' Uptime Guarantee<sup>1</sup>
- Management priority escalation
- Vendor collaboration
- Full operating system support
- 24/7/365 engineer response to a critical call within minutes
- Around-the-clock system monitoring
- General root-cause problem determination
- Availability software subscription

### Comprehensive Operating System Support:

Collaborative services with partners enable us to isolate the root cause of OS issues and provide a permanent fix. As a Microsoft Gold Certified Partner, Stratus has earned the highest level of certification for quality and customer satisfaction. Additionally, when you purchase Red Hat Enterprise Linux or VMware vSphere ESX® OS support from Stratus, we will work closely with your OS subscription support provider to resolve Stratus hardware and system software issues.

### Virtual Machine Root Cause (vmRC):

Virtual Machine Root Cause (vmRC) coverage is a unique service offered exclusively by Stratus for customers that require root cause determination, for Red Hat and Microsoft Windows guest operating systems sold and supported by Stratus.

### System Assurance Service

Our System Assurance coverage provides high-priority response for those customers that have their own operating system license and service. This plan includes the following services:

- 24/7/365 engineer response to a critical call within minutes
- Around-the-clock system monitoring
- Management priority escalation
- General root-cause problem determination
- Availability software subscription



*4x Northface Scoreboard Award Winner for exemplary customer service*

## ftService Portfolio

For ftServer systems running Windows Server, Red Hat Enterprise Linux and VMware vSphere operating environments

| ftService Coverage Features                                       | Total Assurance   | System Assurance  | Extended Platform Support | Platform Support  |
|---|-------------------|-------------------|---------------------------|-------------------|
| Uptime Guarantee <sup>1</sup>                                     | ✓                 | —                 | —                         | —                 |
| Vendor collaboration  | ✓                 | —                 | —                         | —                 |
| Full OS support, including patches/updates <sup>2</sup>           | ✓                 | —                 | —                         | —                 |
| Executive problem escalation                                      | ✓                 | ✓                 | —                         | —                 |
| Emergency onsite response <sup>3</sup>                            | ✓                 | ✓                 | —                         | —                 |
| General root-cause problem determination                          | ✓                 | ✓                 | —                         | —                 |
| Uptime assurance layer software problem: root-cause determination | ✓                 | ✓                 | —                         | —                 |
| Access to availability engineer                                   | 24/7/365          | 24/7/365          | —                         | —                 |
| Proactive system monitoring (ASN)                                 | 24/7/365          | 24/7/365          | 24/7/365                  | 24/7/365          |
| Uptime assurance software upgrades                                | ✓                 | ✓                 | ✓                         | ✓                 |
| Software support response (critical)                              | < 30 minutes      | < 60 minutes      | < 2 hours 24/7/365        | < 2 hours 9 to 5  |
| Hardware support response (critical)                              | < 30 minutes      | < 60 minutes      | < 2 hours 24/7/365        | < 2 hours 9 to 5  |
| Initial incident response   | 24/7/365          | 24/7/365          | 24/7/365                  | 24/7/365          |
| Advanced parts exchange / parts repair                            | Next business day | Next business day | Next business day         | Next business day |
| Contract term: years  | One or multiple   | One or multiple   | One or multiple           | One or multiple   |

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

<sup>2</sup> When Red Hat Enterprise Linux or VMware vSphere Editions are purchased from Stratus, customers are required to order the software license, Support and Subscription (SnS) service and a Stratus ftService offering.

<sup>3</sup> Where available.

## Learn More About Stratus 24/7/365 Worldwide Services

Professional Services

[www.stratus.com/services-support/professional-services/](http://www.stratus.com/services-support/professional-services/)

Managed Services

[www.stratus.com/ervices-support/managed-services/](http://www.stratus.com/ervices-support/managed-services/)

Technical Training and Education

[www.stratus.com/education](http://www.stratus.com/education)

Support and Documentation

[www.stratus.com/support](http://www.stratus.com/support)



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