



GLOBAL SERVICES

SOFTWARE SUPPORT

Key benefits

Control the chaos

Communicate expected actions and outcomes to your internal users and end customers. With predictable, reliable maintenance support, you can manage downtime situations better.

Contain costs

Choose a program to meet your business requirements. StorageTek offers comprehensive service and support programs that provide the right level of support at the right price.

Reduce risk of downtime

With expert, multi-level attention from StorageTek, the global leader in storage management solutions, you can resolve software issues quickly and efficiently to minimize downtime and optimize access to revenue-producing programs.



Software support for StorageTek® solutions

When you experience downtime, the number one priority is to get up and running again as quickly as possible and with the least amount of disruption to your business. As a StorageTek® customer, you can receive the level of support required by your business model. And, as a result, restore calm and order and get back to business as usual.

Turn to the industry leader

TekCare™ Support Services is a suite of comprehensive hardware and software support programs designed exclusively to support your StorageTek solutions. With more than 30 years of experience in selling, installing and supporting storage solutions, StorageTek employs best practices to make every aspect of support a positive experience. TekCare Support Services provides efficient, cost-effective support of StorageTek's information lifecycle management portfolio of data management and data protection solutions.

Flexible support

TekCare Support Services provides a flexible set of support plans for all StorageTek hardware and software you use in your data center.

Quick problem resolution

StorageTek Customer Service Engineers provide dependable, reliable and efficient service. From the time you request support, automated case management tracking tools facilitate communication with a variety of StorageTek support providers, so you receive faster troubleshooting, problem diagnosis and problem resolution.



Software support plan overview

StorageTek offers three levels of software support plans: Elite, Select and Interactive. With all plans you can log on to the Customer Resource Center (CRC) Web site and download and install code fixes and patches from a maintenance release notification database. You can also view FAQs, bulletins, documentation and other technical information. Program services also include program updates that periodically incorporate corrections made by StorageTek to defects identified in the code.

Elite and Select plan customers will receive assistance from StorageTek with problem diagnosis and recommended fixes.

Interactive plan customers must perform all problem diagnosis activities. They will have access to StorageTek's CRC Web site for related fix information, but will not have access to telephone support or electronic problem reporting. In addition, Interactive Support is an informational support service and does not directly involve StorageTek in the determination or resolution of customer problems. As a result, the following is not covered:

- Electronic problem reporting
- Opening trouble tickets with StorageTek using Web-based problem reporting facilities or e-mail

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Software support plan comparison

Service	Description	Elite	Select	Interactive
Telephone support	Assistance with problem isolation, technical questions or program operation.	24 x 7 x 365	8 to 5 M–F ^{1,2}	NA
Web support via Customer Resource Center Web site	On line access to: • Certain code fixes and patches • FAQs • Technical bulletins • Online documentation • Maintenance release notification database	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365
E-mail inquiry ³ target response time	Customers can submit questions about program operation, or recent fixes or patches.	12 hours or less	Next business day	Varies
Remote diagnostic support (when available on the product)	StorageTek may establish a remote connection to customer's device to perform troubleshooting, if this capability exists on the product.	24 x 7 x 365	8 to 5 M–F ^{1,2}	NA
Maintenance release notification database	Available through the CRC web site. In most cases customers can download and install a software code fix or patch directly from the CRC.	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365

¹ Additional time, maintenance and other charges may apply if service is conducted outside of predefined support timeframes.

² Excludes national holidays.

³ Customers requiring quick response from StorageTek should not use the e-mail option.

Ask about additional support options

StorageTek offers flexible billing plans and recertification of StorageTek products that are no longer under warranty or are not currently being maintained.

Third party hardware and software support

Support and maintenance for third party hardware and software is also available from StorageTek's Enterprise Support Services program. For more information about support and maintenance services for selected third party hardware and software, visit www.storagetek.com.

Engage the storage experts

StorageTek's 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 learn more

For more information about TekCare Support Services and other Global Services solutions from StorageTek, contact your StorageTek representative or visit www.storagetek.com.

General exclusions

The following support services are not included in Elite, Select or Interactive support plan offerings and, if performed by StorageTek, are billable on a time and material basis at StorageTek's then current rates:

- All services performed by StorageTek beyond the scope of the program services described herein
- Support of any kind on a program which has been altered, modified, copied or used in such a manner not described by StorageTek's written documentation or as otherwise directed by StorageTek
- Support of equipment, programs, facilities and other items not covered under a StorageTek program support service or product support offering. StorageTek will provide commercially reasonable efforts to attempt to assist customer or customer's agent in problem isolation efforts

Other exclusions may also apply that are specific to each service level of Elite, Select, and Interactive support plans. For additional detail as to specific service level exclusions, contact your StorageTek representative or visit www.storagetek.com.

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 1.800.275.4785 or 01.303.673.2800.

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