

# Stratus® ftService<sup>SM</sup> Offerings

The world's finest services, Stratus® ftService<sup>SM</sup> offerings, are designed to complement and enhance the industry's most robust fault-tolerant servers. When you pair Stratus ftServer® systems with these proactive services, you benefit from the industry's best uptime for Microsoft® Windows® server environments.

Our approach leverages powerful ActiveService™ capabilities built into every ftServer system, connecting you to a global service network for detecting, troubleshooting, and resolving problems fast — usually without the need for an on-site call. This is service with a difference. We focus on preventing downtime instead of simply providing a remedy after the fact, as others do. And our coverage options meet a spectrum of availability needs cost-effectively.

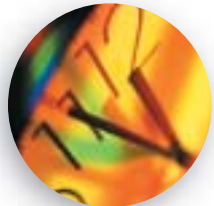
## Assured Availability Plus<sup>SM</sup> service

When your ftServer system requires comprehensive uptime support, select Assured Availability Plus coverage for top priority every step of the way. In fact, it's our most popular service level among customers with demanding business-critical systems.

This ftService offering features: 24/7 engineer response to a critical call within minutes; around-the-clock system monitoring; same-day, on-site emergency service<sup>1</sup>; and root-cause determination and investment protection through an ftServer system software subscription. If a critical availability problem arises, management escalation brings it to the attention of our executives — ensuring that the right resources are at work on the most rapid resolution possible.

Collaborative Premium Services with Microsoft enable us to isolate the root cause and provide a permanent fix for operating system issues. And as a Microsoft Gold Certified Partner, Stratus has earned the highest level of certification for quality and customer satisfaction.<sup>2</sup>

Assured Availability Plus service is backed by our unique Assured Availability Guarantee Program.<sup>3</sup>



**Continuous Availability**



**Operational Simplicity**



**Financial Advantage**

## Stratus 24/7 Worldwide Services

Professional Services

ftService Offerings

Managed Services

### ftService Offerings

System Availability Coverage

Assured Availability Coverage

Assured Availability Plus Coverage

Our ftService offerings are at the center of the Stratus 24/7 Worldwide Services portfolio. All offerings help you take complete advantage of the industry's most effective availability protection — *The Smarter Approach to Uptime™*.

## Assured Availability<sup>SM</sup> service

Assured Availability coverage is your choice when you need high-priority response, but do not require Windows operating system support because you have a Microsoft Premier Alliance agreement in place. This plan features: 24/7 engineer response to a critical call within minutes; around-the-clock system monitoring; same-day, on-site emergency service<sup>1</sup>; management priority escalation; root-cause determination; an ftServer system software subscription; and an Assured Availability Guarantee Program (excludes operating system).<sup>3</sup>

## System Availability<sup>SM</sup> service

This entry-level ftService option meets your needs when your application does not require the highest priority response or root-cause problem determination. Coverage includes 24/7 system monitoring with escalation to availability experts during weekday business hours. In addition, a software update subscription keeps you current with the latest advances in ftServer system software.

## Warranty extension

You may also opt to extend your ftServer system's standard hardware warranty to three years (excludes access to software assistance).



<sup>1</sup> Where available

<sup>2</sup> Certified in the U.S.

<sup>3</sup> Terms and conditions apply

When availability is critical, our services deliver.

## ftService offerings and highlights

Feature	Stratus ftService offerings			
	ftServer warranty extension	System Availability coverage	Assured Availability coverage	Assured Availability Plus coverage
Premium Services with Microsoft Availability Guarantee <sup>1</sup>				Included
Critical problem engineer response			Availability Guarantee (excludes operating system)	100% Availability Guarantee
Management priority escalation			<60 minutes	<30 minutes
Same-day, on-site emergency service <sup>2</sup>			Included	Included
Access to availability engineers		Weekday business hours	24/7	24/7
Access to software assistance		24/7	24/7	24/7
Problem relief		System up and running	System up and running, plus root-cause determination	System up and running, plus root-cause determination
ftServer system software update subscription		Included	Included	Included
Advanced parts exchange	Best effort	2nd business day	Next business day	Next business day
Access to hardware assistance	24/7	24/7	24/7	24/7
Remote hardware monitoring	24/7	24/7	24/7	24/7
Secure remote access	Internet/phone home	Internet/modem	Internet/modem	Internet/modem
Contract term	Extends standard ftServer system warranty to 3 years	3-year agreement; annual billing	3-year agreement; annual billing	3-year agreement; annual billing

<sup>1</sup> Terms and conditions apply

<sup>2</sup> Where available

### Continuous availability

Stratus products and services have been recognized as the gold standard of continuous computing for more than two decades. Our ftService offerings capture this exceptional advantage for you, with resources and skills that optimize the availability of your critical servers and applications.

### Operational simplicity

Our services combine consistent processes, real-time communication, and multivendor collaboration that save time for your IT staff — while protecting uptime better than alternative offerings.

### Financial advantage

There is no better partner than Stratus when it comes to reducing exposure to the costly consequences of downtime. Put our specialized knowledge of failsafe computing to work, and you'll also be positioned to minimize cost structures and make the most of your technology investments.

Find out what other Stratus 24/7 Worldwide Services can do for you:

- **Professional Services and Managed Services**  
<http://www.stratus.com/services/ps>
- **Technical Training and Education**  
<http://www2.stratus.com/education>



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



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