



Precaution and help when it gets serious  
– what happens when it happens?



## Support & Updates



Simple | Secure | Affordable



High availability for servers has never been so cost-effective and easy to implement.

## Electronics can fail spontaneously

Servers are the centerpiece of a modern company's IT infrastructure. All central applications are controlled through them. New computer generations arrive in increasingly shorter intervals, with new electronic components on the market, which must function in smooth coexistence as a system.

Unfortunately, however, electronics can be temperamental! Studies show that every second computer will be hit by a total failure at least once in its service life. A failure can therefore affect everyone, and even the smallest downtimes can cause enormous financial damage. Added to this is the fact that failures mostly happen when you need your systems the most – during your annual accounts, at the end of a time-critical order, in a financially stressed situation, etc., etc., etc. – Murphy's Law says hello!



## A practical example

Reinhold K. is the managing director of a medium-sized company with 28 employees. His company has been producing mechanical engine parts for the automotive industry for 33 years. On a hot Friday afternoon in August a serious server failure occurs: „We were just about to start production of an innovative component assembly, when suddenly we had no access to our design data. The delivery date was due to expire that very day, and the guys at design had put

in an extra night shift to meet it, which meant the data backup from the day before was no use to us either. A total disaster! Because now we were facing hefty contractual penalties for every day we were late. A colleague from purchasing, who is also the IT officer, discovered that our server could no longer identify the internal hard disks or had problems with the storage. Evidently a fan had failed and the high external temperatures caused overhe-



ating. Unfortunately we had only just recently virtualized our servers, so the MES system for production and the exchange server for the corporate communication was still running on this computer – the whole company was suddenly crippled. A problem like this was never ever supposed to happen!“

## Extra work, costs and image loss

What then followed was an ordeal for Reinhold K. and his company, which really put the company to the test. The IT colleague from purchasing had to telephone their IT partner first, then the server and external hard disk storage manufacturer, as the IT partner's technical contact was on vacation, and there was no time to be lost. By this stage it was now 5 pm and the server provider's hotline in Eastern Europe informed that a service technician wouldn't be available before Monday at the earliest. It couldn't be ruled out, however, that the fault could be attributable to the storage system, so this had to be analyzed first. Parallel to all this the IT partner also tried to get a replacement server, but couldn't really hope for anything before Wednesday. Grinding his teeth, Reinhold K. had no option but to contact his customer and confess that the data for the component assembly would not be available until the end of the next week at the earliest, and that production would there

fore also be delayed accordingly. The supplier's previously flawless image fell to a low point and the contractual penalties tore deep holes in the company's liquidity planning. Twelve people from administration and production took forced leave; existing customers and new interested parties puzzled over unanswered e-mails – the damages soared into the tens of thousands.

## All industries and sectors are affected

This example from the manufacturing industry can be easily transposed to other industries and sectors. A specialist doctor or a medical care center suffers considerable losses when patient data is unavailable and expensive medical equipment lies unused. Car dealerships can't perform repairs, service providers and self-employed professionals lose their good reputation with customers and clients when sensitive data is lost. Even public contractors such as town halls and district offices are completely dependent on constant data access.

*»... the whole company was suddenly crippled. A problem like this was never ever supposed to happen!«*

*Reinhold K.*

## Two simple precautionary measures

With Stratus Avance you already reliably protect your company against downtimes in the first of these two steps. But Stratus's support goes far beyond this with the second step.

### Precaution: Avance Software Updates

The world is changing – and with it the requirements for Avance. Be it security updates, support for new operating systems, extensions for your servers or new functions: with the Stratus Avance Support & Update Package you are always up to date, as you have a right to all updates and upgrades for the entire term of your contract.

## External danger sources

The risk of failure isn't even just restricted here to the failure of electronic components. There are further risks in external danger sources – disasters in the form of fire, water damage or natural catastrophes. The most frequent cause of fire is, for example, lightening, followed by defective electrical equipment and carelessness handling open fires. These failures can ruin a company's reputation that was earned over decades in minutes, merely because server systems are not sufficiently protected. And really, preserving your valuable data's availability is so simple.



## Fast help: Avance Software Support

From the moment Avance identifies a fault until the defective component is swapped out, your system is only „standing on one leg“. The highest priority therefore is: „Keep this period as short as possible!“ We provide you with professional service to ensure this. You can choose between 24x7 and 8x5 support, according to how high your security requirements are. In an emergency you will then immediately have a competent contact partner at your side.

# Stratus® Avance® Support & Updates

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## Fully automated support

You don't go running after support in a serious situation – Avance takes care of it! Stratus Avance provides a built-in Call Home functionality. Avance identifies critical conditions before they can cause a failure. While your operation continues, Avance independently informs our Support and the fault removal can begin immediately. All this without your intervention! You won't notice anything until your phone rings and a Support colleague suggests the solution.

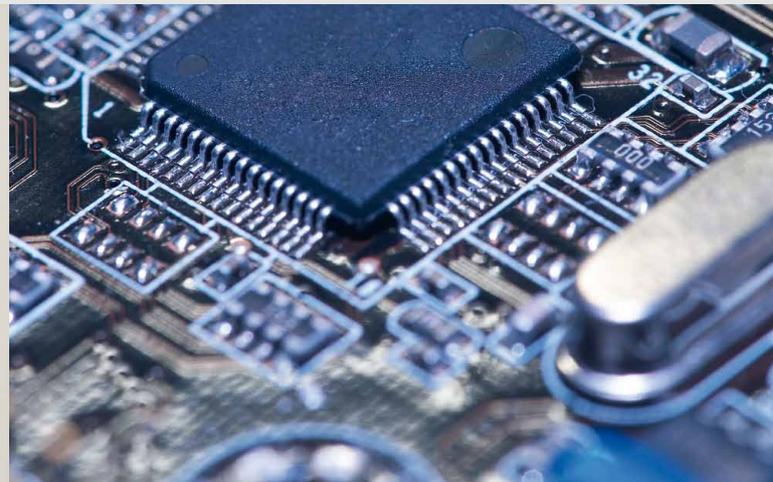
## That wonderful feeling of being in safe hands

An Avance license without the accompanying service is scarcely conceivable. Imagine your Avance System signals a failure and you have to introduce the necessary countermeasures yourself: error message interpretation, identification of the defective components, organizing the procurement and replacement of the parts, clarifying technical details, etc.?

Who do you call first? Where do you find immediate support? Who will help you directly and competently? Save yourself all these worries with Stratus Avance's customized service. We reliably take care of your problem and provide help before significant damage occurs.

## Simple, secure, affordable

You already know and value these Avance attributes. And needless to say – they also apply in the service area! You ideally order the Avance Software Support with the hardware and software solution. Then you can be sure that your system immediately has the service it requires. You can choose the type of coverage:



## 24x7 or 8x5 – so what does that mean?

Basically you can choose between two Support variants. With 24x7 you have direct access to a contact partner at Support 24 hours a day, 7 days a week. With 8x5 you can contact Support during the normal 8 office hours (8 am to 5 pm), on the five working days of the week (Mon to Fri). With a critical problem an experienced high availability specialist contacts within 60 minutes of the alert. A technician can login into the system via remote access. With Avance Software Support you essentially have around the clock access to the web-based support portal with its in-depth, extensive support database.

## Protect your high availability

Secure your investment in high availability right now today! Hardware and software alone are no complete solution. Only when you also have the right service you have the security you need for your applications.

Talk to your Avance partner about the right service model for you.

## Why Avance® Support is so important for every company!

Incidents	With Support	Without Support
Avance automatically reports a component's pending failure to a predefined address.	Avance Support can classify the message, responds immediately, and swaps out components as required.	You must read and evaluate the message internally. You must introduce countermeasures internally. You or your company is responsible for the failure.
Sudden total failure	Avance Support is informed immediately. The Support Team monitors the independent restart process and can quickly intervene if required. A failure analysis follows.	The restart process runs isolated. You must analyze faults internally.
Improved Avance version available	Full right to all patches and new versions. Only a continuously up-to-date system can ensure full functionality.	Newer versions are not available, outdated software can cause inconsistencies.

## Which support is right for us?

Service	24/7	8/5
Access to a personal Support contact partner	Around the clock (24 hours, 7 days a week)	Office hours (Mon to Fri, 8 am to 5 pm)
Remote monitoring	Around the clock	During office hours*
Response times	Within 60 minutes of notification	Within 60 minutes of notification
Access to web-based support portal	Around the clock	Around the clock
Right to updates and maintenance	Included	Included
Contract periods	1 to 5 years, extensions optional	1 to 5 years, extensions optional

\*Please ask your Avance Partner for the exact office hours, as these can differ slightly.



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We will be very happy to help:



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