

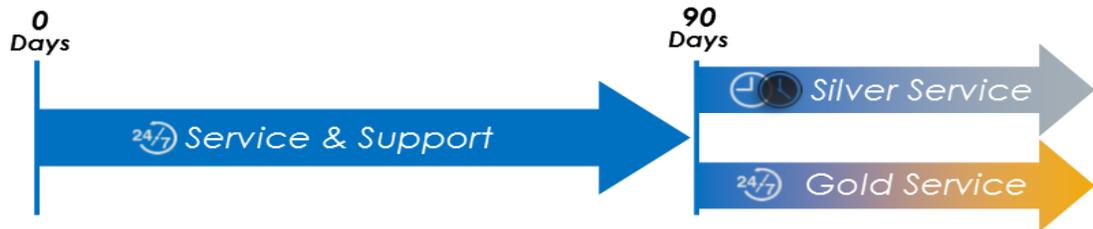
The Vendita Database Cloud Server (DCS) is a solution that is delivered to customers ready to use out of the box, with operating system and database software fully tuned and configured to rack and run. Ownership experience for the Vendita DCS includes optional complimentary 90-day initial support and additional options for extended support, detailed within this document.

Vendita DCS Support Models:



Optional Complimentary Advanced Platform Services

Vendita DCS comes with an optional 90 days of startup assistance and monitoring. This includes instruction on Vendita DCS set up and implementation, as well as access to support resources for questions or concerns. For the first 90 days, 24/7 monitoring is provided for database software and operating system, with up to 20 hours per month of remote assistance. Routine problems will be corrected; application-specific problems will be noted and referred to customers for resolution with software vendor(s).



Extended Support: Silver Package

Support beyond the complimentary period of 90 days is available during normal business hours at an economy rate. This support includes monitoring, maintenance, and issue correction for up to 20 hours per month. If the 20 hours per month are exceeded, additional hours are billed at a standard rate.



Extended Support: Gold Package

Support beyond the complimentary period of 90 days is available for customers that desire 24/7 support. This support includes monitoring, maintenance, and issue correction for up to 20 hours per month. If the 20 hours per month are exceeded, additional hours are billed at a standard rate.

Vendita DCS Customer Experience Includes:



System Planning & Workload Analysis

In partnership with IBM and Midrange Performance Group, Vendita offers complementary workload analysis to customers with existing workloads on AIX®, Solaris, HP-UX, or Linux. This workload analysis service provides a comprehensive assessment of system performance from the standpoint of system resources, and is used to develop an optimum configuration on Vendita DCS.



Pre-Install Preparation Guidance

Vendita DCS ownership experience includes a comprehensive data center readiness checklist. This encompasses complete guidance on Vendita DCS physical space, network, environmental, and power requirements. The data center readiness checklist is specific to each customer, and includes direction on network addresses that must be configured by customer network engineers.

Additional Available Support Services:



Distressed & Legacy System Evaluation

Many organizations have legacy systems that present support challenges. These systems often have obsolete operating systems and database software, and are especially challenging when it comes to migrations and updates. Vendita offers a support package that includes a comprehensive assessment of current legacy systems, and prescribes software and hardware solutions to bring the systems back to health.

This service is not limited to IBM hardware and software, and is available for nearly any operating system and hardware product family. Please contact Vendita to receive further information and a quote for this service.



Managed Services

Vendita, through its network of partner data centers, offers full Managed Services. This option provides data center rack space, power, network connectivity, and VPN access to a customer's Vendita DCS in a secure data center with 24/7 security and basic monitoring. Managed services can be combined with extended support packages to provide an off-site, fully supported Vendita DCS.