



PRESENTS

NETWORLD INTEROP

an INTEROP event

ManagedStorage!

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Chief Architect

What We Do

- **Design storage solutions to address business challenges**
 - **Back-up and restore**
 - **Primary Storage**
 - **On-site, off-site, remote**
 - **For internal use or resale**
- **Implementation and project management**
 - **Assembly, integration, QA**
 - **Training, methods & procedures, and project management**
- **Operations and management**
 - **Monitoring – real-time, 24x7**
 - **Management – systems, personnel, facilities, 3rd parties**
 - **Migration – virtualization, automation, and new technology**

Business Model

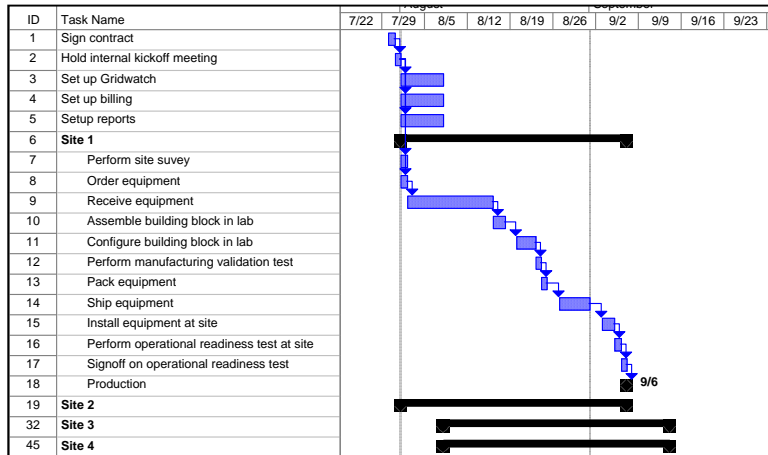
- **We integrate our services capabilities into your organizational model with *people, process, tools and automation***
- **We take on your existing people, equipment and processes to assure smooth ongoing operations**
- **Hybrid of 'hands-on' and remote management**
 - **24x7 Remote Operations Center (ROC) based in Broomfield, Colorado**
 - **Technical staff deployed worldwide**

How We Operate

- **Monitor**
 - **24x7x365 GridWatch MoM**
 - **Intranet-based collection points with VPN tunnels to ROCs**
- **Manage**
 - **Automated Service Order Requests**
 - **Automated Capacity Expansion**
 - **Trouble Ticketing Integration**
 - **“White Books”**
 - **Field Operations ‘White Book’**
 - **Add**
 - **Change**
 - **Remove**
 - **Escalation**
- **Report**
 - **GridWatch Portal for Health, Performance and Utilization**
- **SLAs**
 - **Performance, Capacity, Availability, Job Start/Complete, Backup Windows, 3rd Party Escalation,**

Standard Operating Procedures

Implementation – Project Mgmt



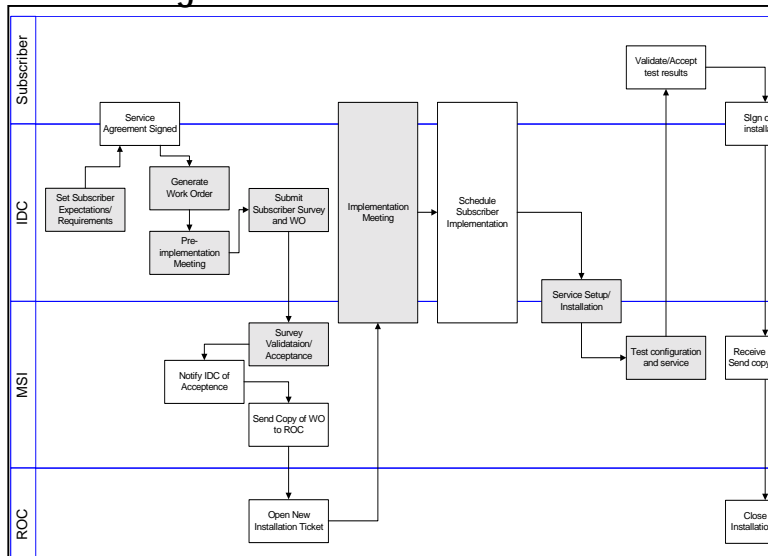
Service Order

Customer System Inventory for PowerBAK (complete this form for each machine)
 Note: All machines must have a separate and dedicated network card for the Server Backup Service. All subscribers must sign off on a backup/restore test before the service is started. If customer would like database backups, the subscriber and MSI DBAs must be involved.

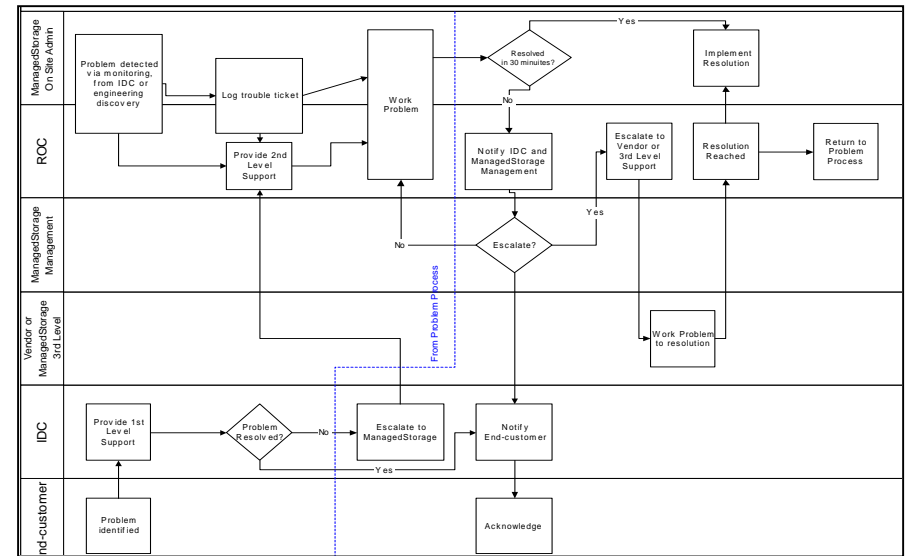
Customer: Stardata Technologies, Inc. Machine #: 1 Cabinet Location: W37-W38
 Make: IBM Model: H80 # of Processors: 1
 Operating system: AIX Version/Patch Level: 4.3.3
 Database Type to be backed up: None Version/Patch Level: N/A Hot or Cold Backups: N/A
 Offsite Storage: None Pickup Frequency: N/A Length of Time for Offsite Storage: N/A
 Client Host Name: dbprod1
 Using a Hub or Switch: No Type of Hub or Switch: N/A
 Using in a Clustered Environment?: No Type of Cluster: N/A Version: N/A
 Desired Window for Backup (may not be available): 11:00 PM - 5:00 AM Desired Install Date (upon availability): 6/6/2001 Desired Install Time (upon availability): 1:00
 Home Run or Patch Panel?: Patch Length or cable required for home: N/A
 Cable Length between subscriber & patch panel: 10 Cable Length from patch panel to patch panel: 20 Cable Length betw on patch panel & ManagedStorage Sw Swch: 35

Directory Path	Size (GB)	Cross Mount points	Class Name (Only one class for all filesystems)
/	75	Y	stard-dbprod1

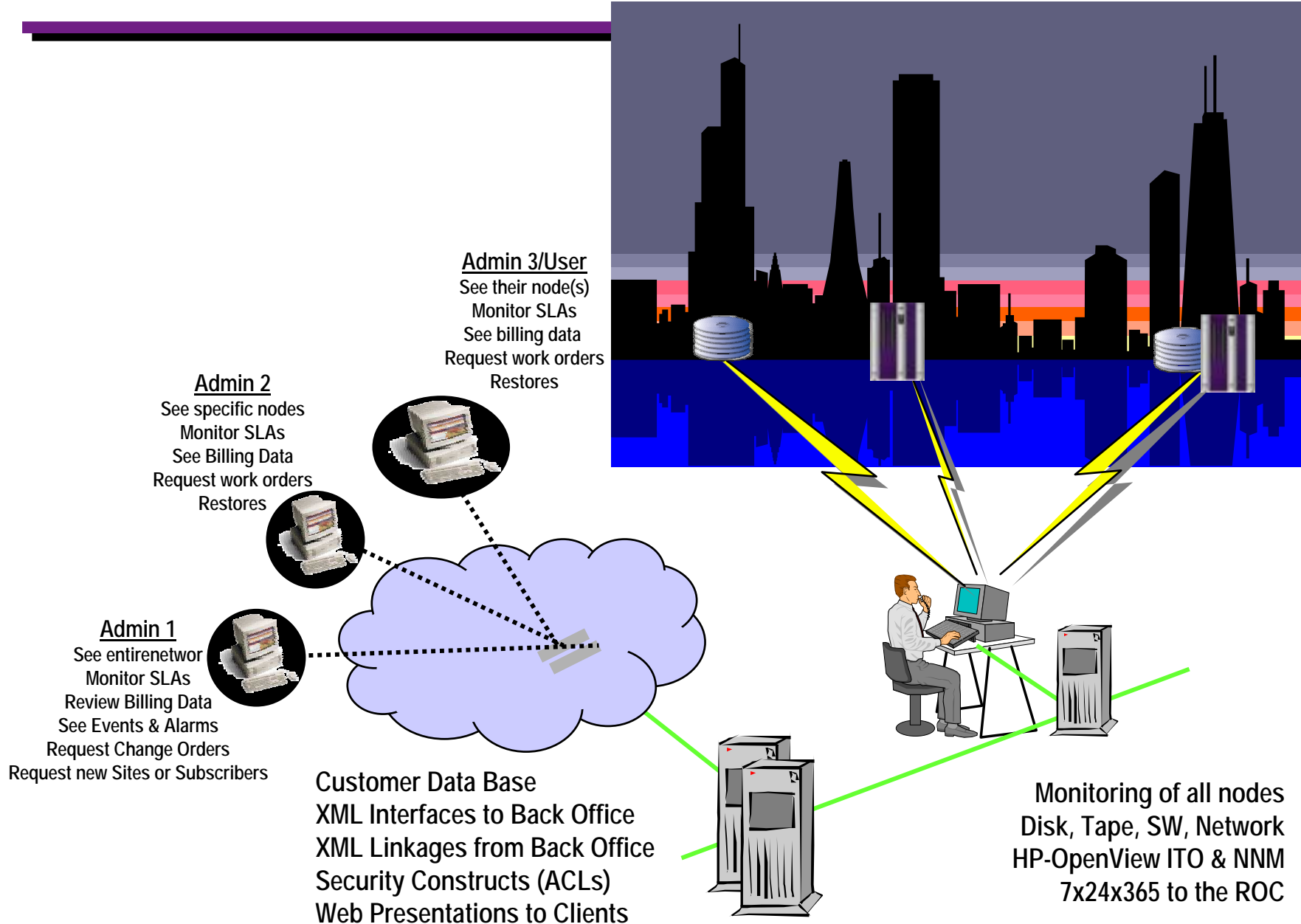
Provisioning



Escalation



The OSS Network



Our Competitive Position

- World leader in data protection services
 - Over 3.5PB under management
- Multiple data center partners
 - Home-grown customer base
- Manageable expense burn-rate
- Mainframe OS-390 expertise and references
- International presence with real customers
- World-class operations support systems
 - XML-based tool set for billing and reporting

Benefits Summary

- **Centralized global view & management of all sites**
- **Web-based portal for provisioning, reporting and charge-back**
- **Proven track record in complex technology migration**
- **Sophisticated reporting with multi-layer security**
- **Expanded SLAs**
- **Reduced TCO**