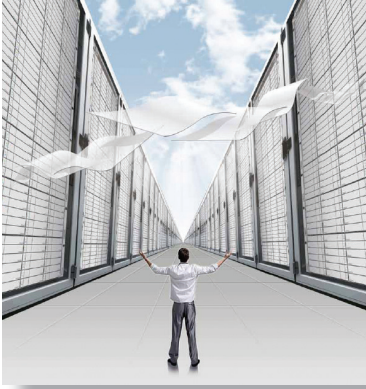


PROMISE Professional Services

The Best Foundation for VTrak Storage Deployments

PROMISE[®]
TECHNOLOGY, INC.



Professional Service Advantages

- Quality Service
- Experience/Knowledge
- Optimal Configurations
- Detailed Documentation
- Competitive Professional Rates

PROMISE Storage Expertise

PROMISE Professional Service Engineers bring their intimate product knowledge along with years of network and platform experience ensuring the installed hardware will provide years of reliable performance.

Storage integration can be tricky; DAS, SAN and IP SAN configurations all have a fit in today's storage environments.

Let PROMISE Professional Services help you utilize the best technology for the job using one of our many cost effective and industry leading products

The PROMISE Professional Services Team offers:

- Storage Installation
- Onsite Hardware Replacement
- Data Migration/Relocation
- Advanced Product Training

PROMISE has a wide array of products and solutions to meet today's enterprise data storage demands. To ensure the success of your PROMISE storage deployment we have a certified Professional Services Team available with the skills and experience to implement your solution and expedite your ROI (Return On Investment).

Technical experience you can rely upon

Allow one of our knowledgeable professionals to survey your site, assess your infrastructure, and provide recommendations on PROMISE products that will deliver the service level requirements for your business. Within the consultation process we can also make recommendations on storage applications such as data backup and recovery, disaster recovery, data migration, or a combination of each to meet your needs.

Expertise to get the job done right

Our certified professionals understand what you are trying to do. They know the applications you are implementing and will install the PROMISE solution with an optimal configuration using storage industry best practices.

Are you staging a remote site? PROMISE Professional Services can assist in the graceful shutdown of your PROMISE systems and bring them up at the new destination with minimal downtime.

We can help you become the expert

PROMISE training courses offer the skills an organization needs to maintain VTrak storage in some of the most demanding applications and environments. From basic system administration, to advanced SAN troubleshooting, our IT instructors are OS and application certified and can pass their knowledge and experience on to the students.

PROMISE Professional Services takes great pride in the jobs they do to ensure success for our customers.

We PROMISE!

- *to implement the right solution for your business*
- *to integrate our products to help your business succeed*
- *to impart the best practices for your VTrak Deployment*

PROMISE Professional Services	
Installation and Onsite Professional Services	VTXSVCP57CXG : Per day onsite service, travel and expenses are included*
PROMISE ServicePlus	Onsite hardware parts replacement service. Contact your PROMISE sales representative for details.
PROMISE Level 2 Training	VTXSVEPS7CLG: 2-Day VTrak x10 or x30 Series RAID training VTXSVSPS7CLG: 3-Day VTrak S3000 training
Supported Products	VTrak x10 Series, VTrak x30 Series and VTrak S3000 Enterprise SAN Appliance
Installation and Onsite Professional Services	
Services Overview	<p>Professional Services are offered at an economically competitive daily rate. Service calls are preceded by a consultation and site survey to make sure our equipment has the adequate environmental conditions to provide years of dependable service.</p> <p>The site survey is a critical first step to build the foundation of your VTrak deployment. Advance discovery of all potential elements such as space, power and cooling helps everything go smoothly on the day of service.</p> <p>PROMISE Professional Services are experienced storage experts in the supported operating environments and applications in which VTrak storage is deployed. Our team is the perfect extension for any IT organization rolling out servers or a SAN.</p>
STEP ONE: Consultation Phase	PROMISE consultation phase consists of a project scope discussion with an onsite survey, after which a SOW (Statement of Work) can be defined. There is an optional 2nd day to complete any carry over or additional items not discussed during the initial meeting.
STEP TWO: Statement of Work	A Statement of Work (SOW) will be drafted during the consultation phase. This document will provide an outline of the tasks involved to implement the selected VTrak solution. PROMISE and the customer must agree on the tasks listed on the SOW prior to moving forward to the Implementation phase.
STEP THREE: Implementation Phase	Upon signing the SOW, the service is delivered by the designated PROMISE Professional Service engineers. At the conclusion of the service, PROMISE will conduct a brief product orientation session and provide a configuration guide documenting the implementation, registration and product warranty.
Other Service Programs	
PROMISE ServicePlus Onsite Parts Replacement Service	PROMISE includes 3-Year Next Business Day onsite parts replacement with most VTrak products in the US and Canada. With ServicePlus for VTrak, a service person brings the replacement part to make sure your critical system stay online without interruption. Upgrades to 24x7 4-hour response coverage and Extended Warranty are available at point of purchase. Contact your PROMISE sales representative for details.
Level 1 Training	Level 1 Training is a free self guided online video program to introduce VTrak x10 and x30 Series products to PROMISE partners.
Level 2 Training Current Topics Include: VTrak x10 Series RAID for Windows and Linux VTrak x10 in Apple Xsan Environments VTrak x30 Series RAID and Expansion Chassis VTrak S3000 Enterprise SAN Appliance	<p>Level 2 Training offers 2 to 3 day classroom training on our VTrak enterprise storage products. Courses are tailored for system administrators and the specific application environments being served. From Xsan and advanced AV applications to Virtualized Infrastructures and Business Continuity solutions, our veteran storage experts will equip students with the knowledge to install and manage PROMISE VTrak storage in the field.</p> <p>Course emphasis is defined in a scheduled phone consultation with the customer as part of the preparation for delivery. The courses are delivered at PROMISE headquarters, located at 580 Cottonwood Drive Milpitas, CA 95035.</p>

* PROMISE Professional Services are currently offered in the US and Canada ONLY. Contact your PROMISE representative about service availability in your region.