



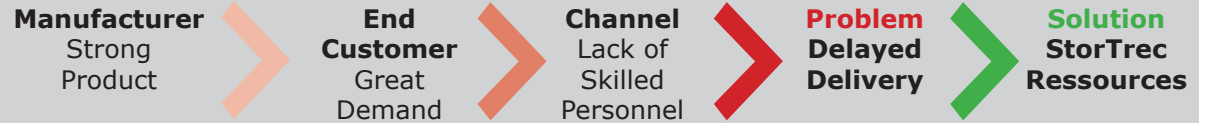
StorTrec – No 1 Service Provider for the Storage Channel

Business model



StorTrec acts as a highly specialised skill-pool for channel partners, who can flexibly draw from our resources to expand their own portfolio or to cover shortages.

Service Partner for the channel

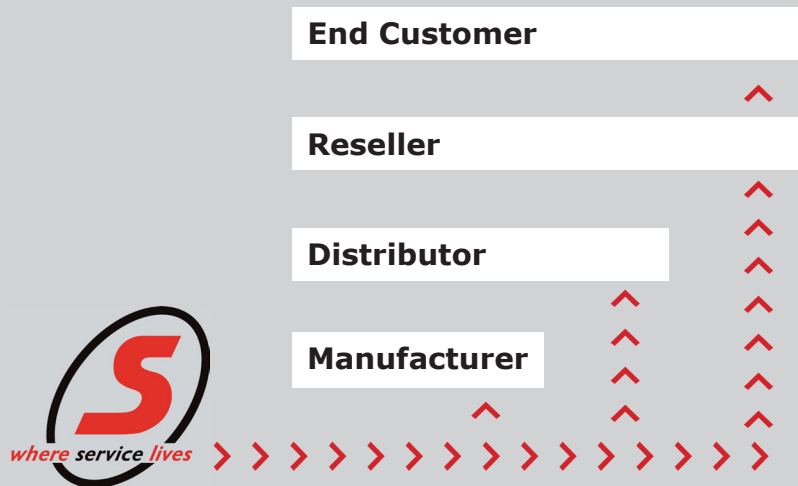


Facts

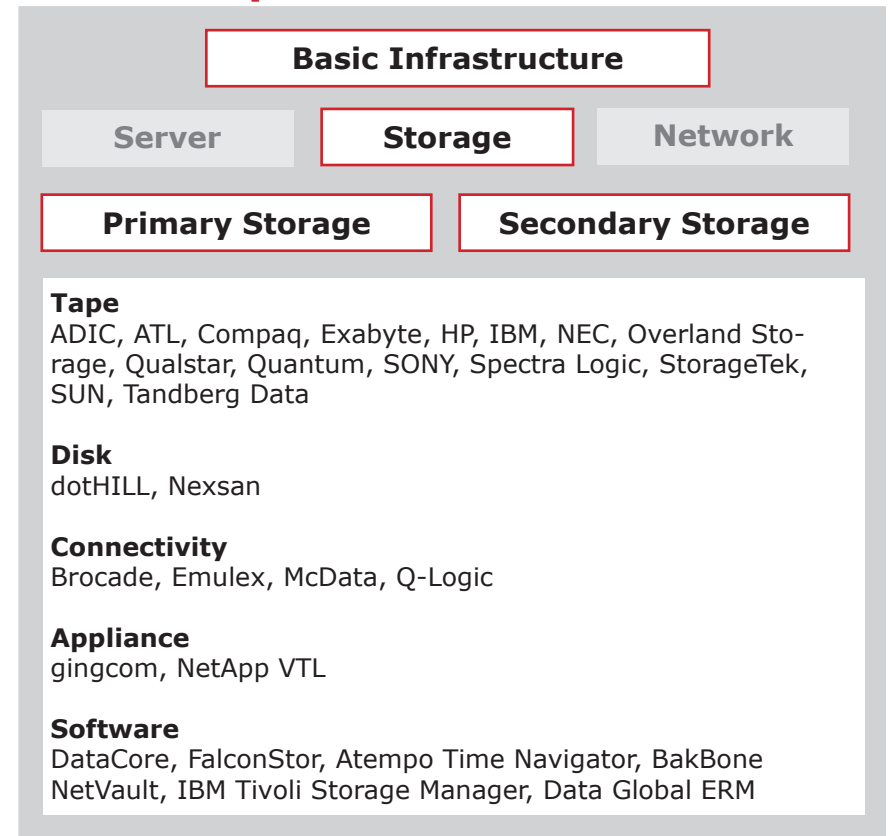


- Pure Service Provider
- Highly Specialised on Storage
- Indirect Sales Channel
- Multivendor
- 7x24 in Europe

Indirect Sales Channel



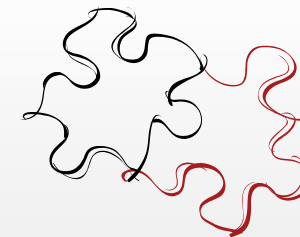
Core Competencies



www.stortrec.com



Enhance your Portfolio with Services from StorTrec



> PROFESSIONAL SERVICES

- Pre-Sales Support
- Conceptual Design
- Project Management
- Installation / Implementation HW+SW
- Documentation
- Healthchecks and Performance Tuning
- SAN-Monitoring (Application Performance, Root-Cause-Analysis, Proaktive Monitoring, Reporting)
- Failure Analysis and Troubleshooting

> CARE PACKS

- Service Desk – Supported by PC visit
- Enhancements for Standard Scope of Services
- Options: Software, Hardware, "Master"
- SLAs: Basic, Advanced, Premium "plus"
- Ticket Management
- Proactive Components (Controlling, Reporting)
- Included Contingent of On-Site Services

> TRAININGS

- Administrator Briefing
On-Site location / In House
- Workshops (Products and Technology)
- Certification Trainings

> MAINTENANCE CONTRACTS

- Service Desk – Supported by PC visit
- Repair of Tape-Libraries, RAID-Systems and Switches
- Technician On-Site or Parts Dispatch
- 7x24 in Europe

> REPAIR AND ASSEMBLY

- Flat Rate Express Repair (Exchange)
- Repair Based on Free Cost Estimate
- Warranty Handling
- Assembling Service for Roll Outs (Build-to-Order)

> HARDWARE RENTAL

- Temporary Provision of Hardware

> VENDOR SERVICE

- Hotline Service
- Logistic Service
- Warranty Handling

