

Stratus ztC™ Edge Support Services

Maximize your return on investment with System Support and System Health

Ensuring continuous machine and plant visibility often means carefully planning, implementing, and maintaining a complex system of SCADA hardware and software specifically designed for this purpose.

Don't let your unfamiliarity with high availability best practices, or ztC Edge platform capabilities, prevent you from getting the most out of your industrial edge computing environment. Rely on Stratus availability experts to help you continuously monitor and evaluate your ztC Edge systems, ensuring you get maximum reliability and performance.

Choose the support level you need

Stratus offers two types of 24/7/365 managed support services with its ztC Edge platforms. Both help ensure the availability of your critical edge workloads, and provide the services necessary to maintain your highly available, virtualized computing environment. Included with System Support is 24/7/365 web and phone based technical support, with a 30 minute critical response SLA, for the system's rugged hardware, virtualization software, and availability layer. Also included is advance parts exchange, root cause problem determination by Stratus availability experts, and secure access to online self-service support resources. System Health further extends your protection by adding proactive 24/7/365 remote monitoring of your ztC Edge platforms, alert triage, log file review, predictive failure analysis, and media retention. By proactively investigating and addressing issues before they become serious problems, Stratus helps ensure business uptime. And with Stratus monitoring your ztC Edge platforms, you don't have to, freeing you up to focus on other value added activities.

Key benefits

- **Mitigate downtime risk:** Ensure the continuous availability of your ztC Edge platforms by getting 24/7/365 access to the help you need—online case management, phone support, or self-service portal resources.
- **Save time:** Rely on Stratus availability experts to monitor your ztC Edge platforms, review alerts and log files, and produce any needed root cause analyses. That way, you don't have to, saving you time and effort.
- **Improve productivity:** Free up your engineers to focus on other value added plant priorities, by leveraging Stratus availability experts to proactively prevent issues from becoming more serious problems.

What you get

	System Support	System Support + System Health
24/7/365 web and phone support with 30-minute critical response SLA	✓	✓
Advance parts exchange	✓	✓
Root cause problem determination	✓	✓
Software updates and upgrades	✓	✓
Secure access to self-service portal	✓	✓
24/7/365 remote health monitoring		✓
Alert triage		✓
System log file review		✓
Predictive failure analysis		✓
Media retention		✓



System Support

24/7/365 web and phone support, with 30-minute critical response SLA:

Web or phone-based technical support services provided 24 hours a day, 7 days a week. For critical issues (e.g. when a production system is inaccessible, unresponsive, or losing information or data, and when no workaround or temporary resolution is available), Stratus will respond to customers within 30 minutes of being notified.

Advance parts exchange:

Shipment and delivery of a replacement part within 3 business days of diagnosing a system issue, for no additional charge. Does not require the customer to first send Stratus their failed node.

Root cause problem determination:

For each confirmed critical issue, whether self-reported or initiated by Stratus from an alert it receives, an analysis by Stratus engineers of the root cause(s) of that issue, using log files, interactions from troubleshooting, or inspection of returned failed hardware. Upon customer request, Stratus will provide a summary of their analysis through a customer accessible case update, and/or review the analysis with the customer over the phone.

Software updates and upgrades:

Access and entitlement to software updates and upgrades with your support subscription. Helps ensure customers' systems are secure, robust, and operating at peak performance.

Secure access to self-service portal:

Secure, online resource for customers to see current support cases and service history, and view/download the latest software and firmware. Customers can also use the portal to search Stratus's extensive video library and knowledgebase for help and answers to commonly asked technical questions, and manage their users' access rights and privileges.

System Health

24/7/365 remote health monitoring:

Continuous monitoring by Stratus of various ztC Edge system parameters (e.g. temperature, voltage, SSD life, CPU usage, memory utilization, etc.), with customer notification if warranted. Requires ztC Edge systems be connected to Stratus's Active Service Network—its secure on-line services delivery platform.

Alert triage:

Proactive review by Stratus engineers of ztC Edge system generated alerts. Includes filtering of false positives, and communication to customers of potential critical issues requiring immediate action (automatic creation of support cases). Requires remote health monitoring, and Stratus alert notification to be activated.

System log file review:

For potential critical issues identified by alert triage, additional review by Stratus engineers of ztC Edge system generated logs. Stratus may remotely retrieve detailed log files from customers' systems (manually or automatically) or customers can send them using their ztC Console. Once the criticality of the issue is confirmed, Stratus engineers will conduct additional analysis and notify customers if any follow up action is required.

Predictive failure analysis:

Additional analysis by Stratus engineers of historical trends and patterns found in customer alerts, log files, and root causes of critical issues to anticipate ztC Edge node and system failures. Suggested actions to prevent issues from becoming more serious problems provided to customers (via phone or case update) if/when available and upon request.

Media retention:

For customers required to comply with strict company policies for retaining sensitive data. Instructions for how to safely remove a node's physical disk media, prior to returning the diskless node to Stratus for repair or exchange.

Other services

In addition to System Support and System Health services, Stratus offers optional professional consulting services for disaster recovery and business continuity assessment and planning.

Trust Stratus availability experts to help you get the most out of your critical business systems.

For more information

For more information about System Support and System Health for ztC Edge, please contact your local Stratus sales representative, or visit www.stratus.com. More information about Stratus support services is available on www.stratus.com/support. ztC Edge services terms and warranty information can also be found at www.stratus.com/services-support/customer-support/ztc-service-terms.

