

FUJITSU SERVICES

Marketing Bulletin

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General Statement on Support for Series 39 DM1 Systems

Applies to the UK and World-Wide

Series 39 DM1 systems were introduced in 1985 with sales of new systems being discontinued in 1992. Although nearly all customers have already upgraded to more modern technologies, there are still a few remaining customers that Fujitsu Services has continued to support.

The industry norm for supporting mainframe technology is between 3 and 5 years. There are very few supported mainframes, from our competitors, older than 5 years in the field. As part of Fujitsu Services' customer care policy we have been supporting the DM1 mainframe technology for over twice the industry standard.

As customers update their servers to more modern technologies the number of old technology servers falls below the critical level at which Fujitsu Services is able to provide the appropriate level of support.

The technology is now over 18 years old and it has become necessary, due to the shortage of skills and quality spares, to withdraw support for Series 39 DM1 systems for the UK and worldwide.

This Marketing Bulletin formally announces the complete withdrawal of support for the Series 39 DM1 range at the end of June 2003. Support for SV294 on Series 39 DM1 systems will also cease at the end of June 2003.

Where there are existing contractual support commitments beyond June 2003, Fujitsu will work with the customer and endeavour to honour those commitments. Fujitsu is committed to support VME until at least 2020, there is a full range of replacement products that will satisfy all customers' requirements.

Alternative Products

Trimetra miniNOVA systems are direct replacements for Series 39 DM1 systems. Fujitsu Services provides a range of professional services to seamlessly upgrade customers to the replacement system.

Further Information

If you require any further information, please contact Ask Fujitsu on +44 (0) 870 242 7998 or email askfujitsu@uk.fujitsu.com quoting reference number 1371.