

FUJITSU SERVICES

Marketing Bulletin

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General Statement on Support for Series 39 DX Systems

Applies to the UK

Series 39 DX systems were introduced in 1993. Although many customers have already upgraded to more modern technologies, there are still a few remaining customers that Fujitsu 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. As part of Fujitsu Services' customer care policy we have already been supporting the Series 39 DX mainframe technology for longer than 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 10 years old and it has become necessary, due to the shortage of skills and quality spares, to withdraw support for Series 39 DX systems for the UK. The withdrawal of support for DX systems outside the UK has already been announced (see Marketing Bulletin MB/02/012).

This Marketing Bulletin formally announces the complete withdrawal of support for all models of the Series 39 DX range at the end of June 2003 in the UK. SV294 and OpenVME support will also be withdrawn for these products at the end of June 2003.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, and there is a full range of replacement products that will satisfy all customers' requirements.

Alternative Products

Trimetra SY, **Trimetra** NOVA and **Trimetra** miniNOVA systems are all direct replacements for Series 39 DX systems. The MIPS power levels of the Series 39 DX will indicate which **Trimetra** system is the most suitable replacement. Fujitsu 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.