

FUJITSU SERVICES

Marketing Bulletin

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General Statement on the Support for Series 39 SMARTarray 100/150/200/300/GI-20/GI-30 Disk Systems

Applies to the UK and Worldwide

The Series 39 SMARTarray range of disk systems was introduced in 1994. 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 disk systems, from our competitors, older than 5 years in the field. As part of Fujitsu Services' customer care policy we have been supporting these disk systems for much longer than the industry standard.

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

The technology is now over 8-years old and it has become necessary, due to the shortage of skills and quality spares, to withdraw support for the complete range of Series 39 disk systems with the exception of the Series 39 SMARTarray T300 disk system.

This Marketing Bulletin formally announces the complete withdrawal of support for Series 39 SMARTarray 100/150/200/300/GI-20/GI-30 Disk Systems 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

There is a range of replacement storage products. The replacement product will depend on the customer's current and future processing technology and also the customer's storage strategy. Fujitsu provides a range of professional services to seamlessly upgrade and consolidate storage systems to optimise the customer's return on investment.

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.