

FUJITSU SERVICES

Marketing Bulletin

Ref: MB/02/021 – June 2002

Contact: Steve Clarke

General Statement on the Support for Open-Reel and 18 Track Cartridge Systems

Applies to all non- UK Territories

Open-Reel and 18 Track Cartridge systems are now at the end of their serviceable life.

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.

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

The technology has now reached the end of its serviceable life and it has become necessary, due to the shortage of skills and quality spares, to withdraw support for the complete range of Open-Reel and 18 Track Cartridge systems.

This Marketing Bulletin formally announces the complete withdrawal of support in December 2002, in all non-UK territories, for:

- **MT3000 ½" 18 Track cartridge systems**
- **RT3000 ½" 18 Track cartridge systems**
- **CS3000 ½" 18 Track cartridge systems**
- **RCS CDU/2&4 18 track drives and controllers.**

Withdrawal of support for Open-Reel tape systems MTS310/470/780, GTS-2 has already been announced for December 2002 (see ION L114).

Where there are existing contractual support commitments beyond December 2002, 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.