

FUJITSU SERVICES

Marketing Bulletin

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Contact: Steve Clarke

General Statement on Support for Series 39 SMARTarray-T300 Disk Systems

Applies to all Territories outside the UK

The Series 39 **SMARTarray** range of disk systems was first introduced in 1994. Although many customers have already upgraded to more modern technologies, there are still some 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 in the field. As part of Fujitsu's customer care policy we have been supporting these disk systems for 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 is able to provide the appropriate level of support. It has now become necessary, due to the shortage of skills and quality spares, to withdraw support for the Series 39 SMARTarray-T300 disk systems for all countries outside the UK.

This Marketing Bulletin formally announces the complete withdrawal of support for the Series 39 SMARTarray-T300 disk system at the end of July 2005 worldwide, with the exception of the UK.

As part of Fujitsu Services' customer care policy this Marketing Bulletin is being issued to provide as much notice of withdrawal of support as possible to facilitate future planning.

Where there are existing contractual support commitments beyond the announced withdrawal date, 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

EMC² CLARiiON and DMX disk sub-systems, which form part of **Trimetra** NOVA and **miniNOVA/2** systems, are direct replacements for Series 39 **SMARTarray-T300** disk systems. Fujitsu provides a range of professional services to migrate customers to the replacement disks.

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.