

# FUJITSU SERVICES

## Marketing Bulletin

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### General Statement on Support for *Trimetra SY* Systems

#### Applies to the UK

The *Trimetra* SY range was introduced in 1997. 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 the SY 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 is able to provide the appropriate level of support. The technology is now over 10 years old and it has become necessary, due to an increasing rate of age related component failures and a shortage of quality spares, to withdraw support for *Trimetra* SY systems in the UK. Further background information on *Trimetra* SY support has been published in MB/05/002.

**This Marketing Bulletin formally announces the complete withdrawal of support for the Trimetra SY range of servers at the end of March 2006 in the UK. Withdrawal of support in all other territories has already been announced (MB/04/001). OpenVME support for this system will also cease at the date shown above.**

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.

Withdrawal of support for the SY UNS (UNIX and NT Subsystem) has already been announced, in MB/03/003.

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

*Trimetra* NOVA and *miniNOVA/2* systems are direct replacements for *Trimetra* SY systems. Fujitsu provides a range of professional services to 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](mailto:askfujitsu@uk.fujitsu.com) quoting reference number 1371.