

Bull's commitment to high levels of infrastructure availability

High availability services

Information is one of your organization's main assets. Each business process is increasingly dependent on the availability of information systems. Lack of availability of any critical IT resource can cripple the business process, affecting not only revenue and productivity, but also relationships with your customers and business partners, and your organization's reputation.

The greater the cost of IT downtime, the more important it is to ensure higher levels of IT availability. In order to guarantee such a very high availability level to its customers, Bull has developed a range of specialist High-Availability (HA) Services, delivered by dedicated technical teams using specific tools. Bull's approach involves assessing the potential availability of IT environments, giving advice on possible architecture upgrades along with on-going technical follow-up. This ensures a high availability ratio for optimized return on investment in customers' information systems. Bull's HA Services provide the answers to your most demanding requirements: guaranteeing high availability for all your critical hardware and systems.

HA Services

The HA999 contract is the most comprehensive service in Bull's GlobalCare catalogue. The HA999 contract guarantees 99.90% availability: representing a cumulative system down-time of 8 hours and 42 minutes a year in a 24x7 production cycle (8,760 hours/year).

In order to respect this commitment, the service call flow has been redesigned. There is no risk of your information getting lost or misunderstood, because HA999 calls are taken directly by our specialist system engineers in a HA Center running 24x7. Where your requirements are for higher than 99.90 % availability, Bull can offer customized contracts.

The HA Center also regularly provides support when it comes to questions of platform security and optimized operation. If disaster strikes, our dedicated ARF Linux support team helps customers to transfer and restart their activities on the appropriate recovery system (development server). A quarterly report allows customers to check and analyze all the system events that have occurred.

HA extension

To further enhance the levels of availability for your systems, you can choose from three other service options:

1. Technical Account Manager (TAM)
2. 24x7 on-site coverage
3. Application alarms.

SUPPORT SERVICES

Permanent remote monitoring

With your agreement, Bull ensures the permanent remote monitoring of your operating systems. In the event of a complex problem related to non-Bull products such as Linux, Windows or AIX, our various technical partnerships means we have established a rapid escalation and resolution process: such support requests are immediately passed up the line experts in our partner organizations, via a secured remote connection.

Customer benefits

- Commitment to high availability (guaranteed to be at least 99.90%)
- Direct links and relationships with Bull engineers at our HA Center who are familiar with the details of the actual customer context
- Immediate and automated alarms, thanks to the permanent remote monitoring
- Regular knowledge transfer to the customer's technical team in charge of the systems, delivering better security and better

infrastructure performance

- High visibility of systems operations, thanks to the quarterly 'High-Availability Report'.

HA Services operations

- Remote monitoring
- Direct access to experts
- System support
- Systems metrology
- Security support
- Change management support
- 24 hours x 365 days of coverage
- Quarterly HA report.

High Availability Services

99.90% uptime

A fundamental feature of Bull's HA999 contract is that it guarantees an annual system uptime of 99.90%: in other words, downtime of less than 8 hours in the 8,760 hours of each year. A key benefit is that you have access to ad hoc services from Bull's HA Center, providing you with permanent remote system monitoring, a detailed quarterly report on your system operations, and a technical help line open 24x7 for system-related problems and issues you may encounter. If necessary, the HA Center dispatches a Service Engineer to intervene very rapidly on your site.

99.99% uptime

This represents an annual downtime of less than 50 minutes! If your production environment requires it (for example, direct banks, freight service, manufacturing process

control, airports...) you should be able to rely on absolute availability of your IT systems. That's what Bull has succeeded in delivering – for several years – for many major European enterprises. Of course, our services can be totally tailored to your unique needs.

HA tools

Several specific tools have been developed to support Bull's HA Services. Mapping of system configurations, tracking of problems and disruptions, availability modelling of global architecture, rapid secured connections to

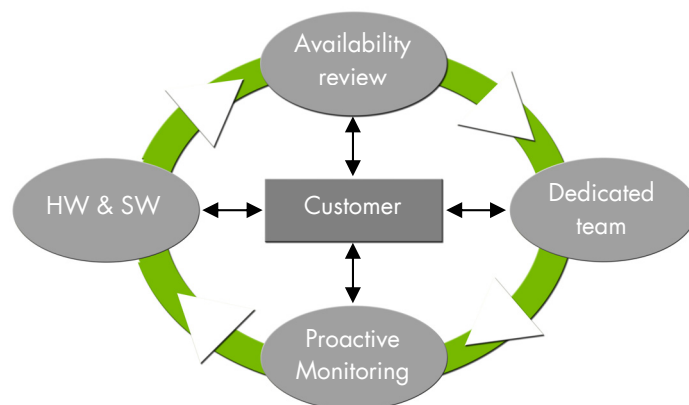
HA CENTER SERVICES

24 hours a day x 365 days a year

As part of its GlobalCare offering, Bull's HA Center – employing over 20 specialists – offers you a series of remote services to improve the performance of your IT infrastructure in a secure way, including:

- > Continuous system behaviour analysis
- > Permanent remote monitoring of systems
- > Tailored remote alarming of critical applications
- > Remote monitoring of e-mail systems
- > Remote monitoring of websites.

customers' systems, and more... are all great assets when it comes to guaranteeing the extremely high availability of your IT environment.



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Bull – rue Jean Jaurès - 78340 Les Clayes sous Bois – France