



NEC

The UltraCare FT
Service pack

For your NEC Express5800/320FT Server,
let us introduce you to:

- the « **UltraCare FT Advantage Service** »
- the « **UltraCare FT Premium Service** »



THE ULTRACARE FT SERVICE PACK

FOR NEC EXPRESS5800/FT FAULT TOLERANT SERVER

The UltraCare FT Service pack for your Fault Tolerant Server NEC Express5800/FT

The guarantee of Business Continuity

The Fault Tolerant Server NEC Express5800/FT is the solution to your problems of high availability

With the purchase of a NEC Express5800/FT Server, NEC Computers offers you the UltraCare FT Services pack, to benefit from power and business continuity at a low cost and offers an exceptional service level in an environment where the availability of applications is essential.

- Optimal business continuity
- 24/7 assistance access
- Control of the system activity

Chose between the two services available, according to your needs

The UltraCare FT Advantage Service and the UltraCare FT Premium Service.

The UltraCare FT Advantage Service

A minimum service level to guarantee the high availability of your Fault Tolerant server NEC Express5800/FT.



ULTRACARE FT SERVICE ADVANTAGE

The UltraCare FT Advantage Service provides you with an adapted and fast support, a permanent assistance in case of system failure, remote help and diagnosis to solve the dysfunctions of your NEC Express5800/FT. You also have access 24/7 to the dedicated web FT portal for software updates and technical information, remote monitoring and CRU* modules delivery service.

You will gain in prevention and reactivity and you will become completely autonomous in the daily use of your applications. You will also benefit in cost and time savings during maintenance.

The UltraCare FT Premium Service

An added value customised service for a 24/7 availability.



ULTRACARE FT SERVICE PREMIUM

The UltraCare FT Premium Service offers you optimal availability to deal with the critical activities of your infrastructure 24/7. In case of an emergency or critical failures, you have the advantage of a privileged access to the dedicated technical assistance.

The UltraCare FT Premium Service is a complete service: a permanent phone support with direct access to the NEC FT Center of Expertise, an emergency intervention service and a management priority escalation in case of emergency.

This service allows your company to gain in efficiency and performance with considerable time saving.

Client benefits

- Time savings
- Cost optimisation
- 24/7 efficiency and performance

UltraCare FT Service Options	UltraCare FT Service Advantage	UltraCare FT Service Premium
Emergency Intervention Service		D+0
Management Priority Escalation in case of emergency		
Direct Access to NEC FT Center of Expertise		
Phone support	8/5	24/7
CRU* modules delivery	D+2 (8/5)	D+1 8/6
Automatic remote alert, proactive remote monitoring, web portal access, software and hardware support access.		

- **Simplicity, quickness** and optimal reduction of interruption time of the activity with the modules CRU exchange contract.
- **Prevention and reactivity** with the remote automatic alert.
- **Proactivity** with the remote monitoring
- **Autonomy** with the web portal FT access
- **Optimal availability** with the phone support
- **Saving in time and cost reduction** with the Direct Access to NEC FT Center of Expertise
- **Quick answer** in case of critical call with the Management Priority Escalation in case of emergency.

*Customer Replaceable Unit

NEC Express5800/FT The Fault Tolerant server

The costs associated with server downtime, resulting from lost customer revenue, decreased employee productivity and potential loss of future business can be huge. Protecting your applications from server downtime is therefore essential.

Our Fault Tolerant solutions benefit from NEC's cutting edge technology and experience to provide you with flexible and powerful solutions that are perfectly designed to match your needs of continuous availability and critical applications protection. Whether you need it factory-integrated or customer-installable, NEC's Express5800/ft solutions will satisfy even the most demanding IT needs.

By combining 24/7 Fault Tolerant technology with industry standard hardware and software, NEC Express5800/ft series servers deliver business-critical levels of system availability without the high costs associated with traditional

Fault-Tolerant server deployments. You can now extend the benefit of continuous server availability to all of your applications, so that your business never stops.

Key Benefits:

- 99.999% system availability
- Easy maintenance thanks to the modular concept

Did you know?

NEC Computers encompasses **multiple services!**

NEC Computers is committed to provide the **dedicated services** which are requested by the market and necessary to the firms.

Thus, in order to meet at best customers' requirements, NEC offers the NEC Express5800 / FT **adapted and personalised** services packs which are best suited to each customer. It will help you gain in **autonomy and reactivity**.

With the **Installation Service pack**, NEC Computers takes charge of everything whichever the requirement and ensures the good running of your NEC Express5800/FT upon installation!

Two service offers :

- the "Standard Primary Installation" pack
- the "Advanced Primary Installation" pack

With this pack, let us introduce you to the Active Upgrade option installation as well !



NEC Computers also offers other options such as a dedicated training session, pre-configuration of the services in the factory, as well as consulting offers and managed advanced services.

You can download all the products' specification sheets and client spotlights presented here on our website: www.nec-computers.com

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