

MARATHON

THE APPLICATION AVAILABILITY EXPERTS™



MARATHON SERVICES

MAXIMIZE YOUR everRun® INVESTMENT WITH MARATHON APPLICATION AVAILABILITY CONSULTING, TRAINING AND CERTIFICATION SERVICES

From email to electronic records, factory floor to trading floor, 911 call centers to the emergency room, thousands of companies around the world rely on Marathon to keep their applications running. These organizations know that to keep their most important applications always on you need more than great software. You also need Marathon Application Availability Consulting, Training and Certification Services to:

- Ensure your protecting the right applications with the right technology
- Accelerate your application availability implementation
- Minimize your downtime risks
- Manage your environment the most effectively so that it stays always on

Based on our experience working with thousands of organizations with some of the most demanding uptime requirements in the world, Marathon Services has developed the following service offerings to ensure always on application availability for our customers.

APPLICATION AVAILABILITY ASSESSMENT SERVICE

You can't determine where you going until you fully understand where you are today. When developing your application availability strategy, best practices start with a risk and business impact analysis. The methodology and toolset used in Marathon's Application Availability Assessment Service provides you with qualitative and quantitative analysis in both areas: risk analysis and business impact analysis. Following our four phase methodology, we will help you determine the risk associated with your critical application's availability and the potential impact on your business if they weren't available. At the conclusion of the engagement, your Marathon consultant will host a workshop with the program sponsor and key stakeholders to review findings and recommendations.

everRun IMPLEMENTATION SERVICE

Marathon Consulting Services (MCS) will work directly with you to install, configure and validate your everRun software environment. Your MCS consultant will ensure knowledge transfer occurs during all phases of the project and that your operational team is trained on how to use and maintain the everRun configuration. Once complete, the configuration will be validated and all details will be logged in a master worksheet that will be delivered to you at the end of the project.



everRun TRAINING SERVICES

Marathon provides online courseware, and in-depth instructor-led training that leverages availability best practices developed by our application availability experts.

everRun SPLITSITE® DESIGN AND INTEGRATION SERVICE

everRun SplitSite Design and Integration is an additional service that can be added to the everRun Implementation Service and everRun Migration Service to provide the additional network design, testing and validation required to deploy SplitSite as part of your everRun environment.

everRun UPGRADE SERVICE

This service gives you best practices assistance, testing and validation to upgrade your everRun production environment to the most recent everRun version to ensure maximum performance and availability.

everRun MIGRATION SERVICE

The everRun Migration Service provides complete services to migrate your Windows Server applications to an everRun 2G environment with minimal downtime and risk.

everRun CUSTOMER SUPPORT SERVICE

The everRun 24x7x365 Customer Support Service helps you get the most of your investment in everRun software by keeping it current and supported with expert assistance whenever you need it. The everRun Customer Support Service combines software updates, phone and web support, online technical resources, e-learning resources and online diagnostic tools for your everRun solutions.

everRun HEALTH CHECK SERVICE

This service provides you with a detailed, up-to-date analysis of your complete everRun environment including recommendations and expected outcome if you implement the recommendations.

WHY MARATHON SERVICES

Marathon has provided a comprehensive array of services that leverage our application availability expertise for over 15 years, serving more than 3,000 customers worldwide, providing mission critical support and services for the most demanding customer environments worldwide.

Like our everRun software products, Marathon Services are designed to be simple, effective and holistic. That's why Marathon consulting, training and technical support services are core to our mission and our passion. Application availability with zero tolerance for downtime is precisely what we do, enabling us to extend the full range of integrated everRun continuous availability and disaster recovery products and services to customers when and where needed.

Get Help Now

go to Marthontechologies.com or

Contact your Marathon Account Manager for more information

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