

## Marathon everRun® One Assurance Program World-Class Support for your Critical Applications

### Keep your everRun environment continuously available with world-class support

At Marathon Technologies, keeping your applications available is our business. Our expert and responsive technical support is an important part of the everRun® technology family. The everRun One Assurance Program 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 One Assurance Program combines software updates, phone and web support, online technical resources, e-learning resources and online diagnostic tools for your everRun solutions. We back up our rock-solid software with expert support to keep you running all the time.

#### STAYING CURRENT WITH CONSTANT CHANGE

The IT world is in constant flux. New software versions are released while old ones are retired. Hardware changes regularly. This increasing complexity poses a risk to availability.

At Marathon, we're constantly working to enhance our solutions for the changing IT environment. everRun One Assurance customers can access the latest updates and enhancements to the everRun technology:

- Keep up-to-date - we're constantly testing with new OS versions, new hardware environments, etc.
- Take advantage of the latest feature enhancements in everRun software
- Correct potential problems before you experience them by downloading patches for your environment

#### AROUND-THE-CLOCK ACCESS TO THE RIGHT EXPERTS

Have a question or problem? everRun One Assurance customers have 24x7 phone and online access to our expert technical support staff.

We will make sure you talk with the right expert, right away. You don't have to prove that a problem is ours before we start working on it. Keeping your applications running is our top priority.

We have more than 15 years of experience supporting the most critical and demanding environments worldwide. And with the everRun One Assurance Program, we put that experience to work for you.

#### everRUN ASSURANCE WEB PORTAL

In addition to phone support, Marathon offers a

comprehensive web portal for everRun One Assurance customers. Using the everRun Assurance Web Portal, you can

- Initiate new support incidents
- Track progress of open incidents
- Find product documentation
- Access technical support bulletins and frequently asked questions
- Explore the online knowledgebase
- Access e-learning resources

## REMOTE DIAGNOSTICS WITH everRUN ONLINE ASSIST

Marathon Technologies expert support staff can connect remotely to your servers for real-time remote assistance and diagnostics. Using this service, we can see the server in operation, speeding the identification and resolution of any problems or questions. Of course, you must explicitly grant access to the Marathon staff, and you maintain control over the environment at all times.

### PROGRAM FEATURES

### BENEFITS

Hot fixes and updates	Solve problems before you see them Ensure optimal availability
Software enhancements	Get the latest enhancements at no cost
24x7 phone support	Resolve any problems quickly for optimal availability
24x7 Web Support Center access	Get fast answers from a rich supply of online resources
e-learning resources	Train staff quickly and cost-effectively Get the most from your everRun investment
Online Assist	Speed problem resolution

### RUN WITH MARATHON

Marathon Technologies is the multi-award winning provider of fault-tolerant, high availability software for physical and virtual servers. Marathon's everRun<sup>®</sup> software prevents outages and data loss – without IT intervention or specialized IT skills. Organizations using everRun achieve continuous availability, 100% data protection, and rapid disaster recovery – all through “click-to-protect” operation.

The company has won over a dozen major awards in the last eighteen months including “Best of VMworld 2007 – New Technology” and SearchServerVirtualization.com “Best Virtualization Products of 2008” and CIO.com “10 Virtualization Vendors to Watch in 2009.”