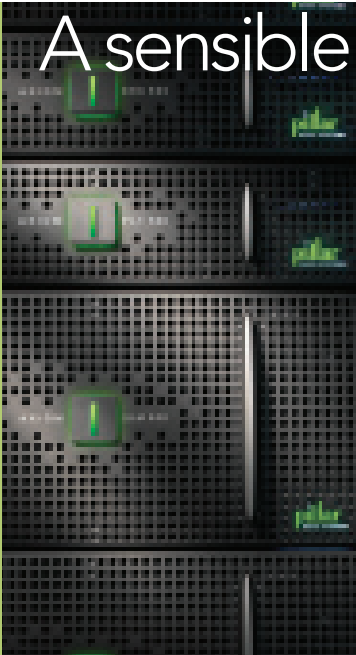


A sensible customer approach



pillar[™]
DATA SYSTEMS

Pillar Customer Service. Designed around one customer. You.

Flexible.

Scalable.

Manageable.

Economical.

Simple.

All in One.



A Sensible Approach

With the customer in mind.

Pillar Data Systems™ takes a sensible approach to networked storage, where the customer always comes first. Pillar designs and builds integrated, automated, cost-effective, multi-tiered SAN and NAS systems.

But there's more.

Pillar Axiom™ Storage systems not only deliver outstanding performance, reliability, and value; they're backed by world-class service and support.

State-of-the-art technology combined with down-to-earth personal attention.

It's a sensible approach to service.
It's Pillar Data Systems.

The Pillar Promise

A sensible customer experience.

At Pillar, customer service isn't an afterthought – it's designed into our systems from day one. We make sure you get the most from your storage investment.

Our Quality

Reliability, availability, and serviceability are tightly integrated into our systems to ensure dependability, performance, and ease of use.

Our Support

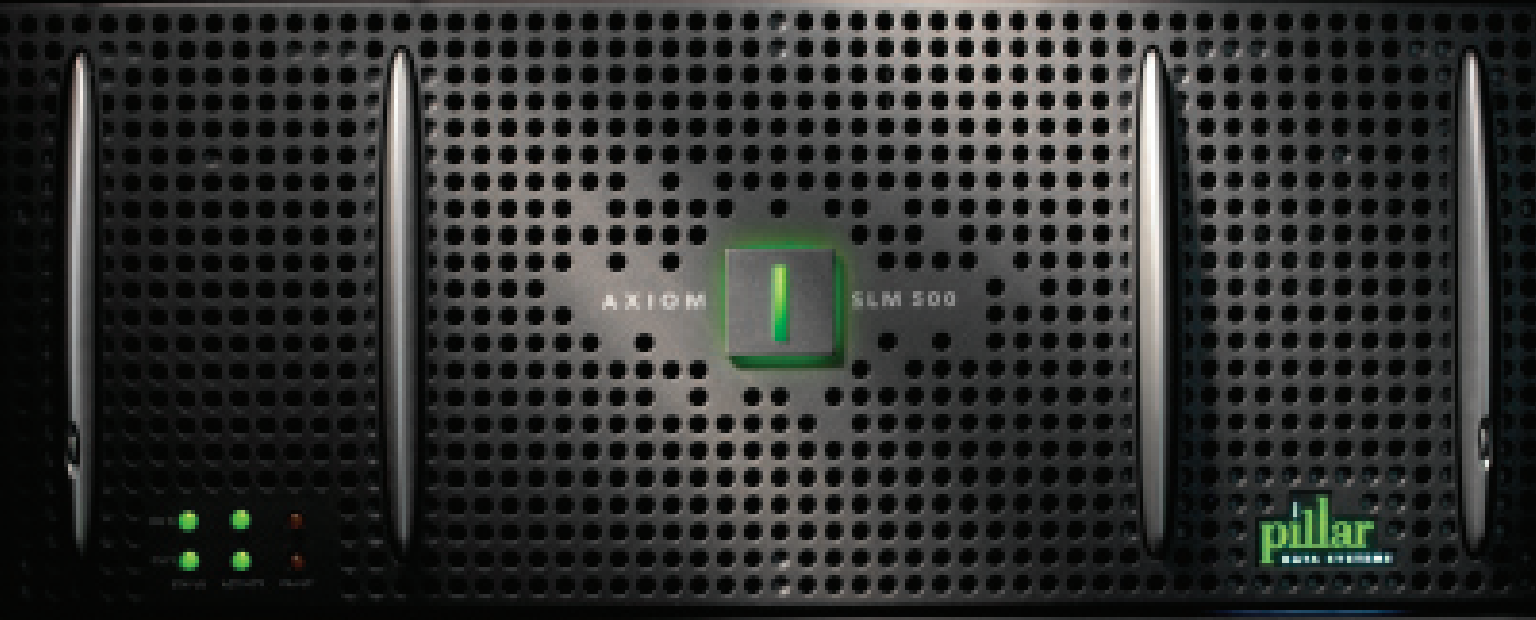
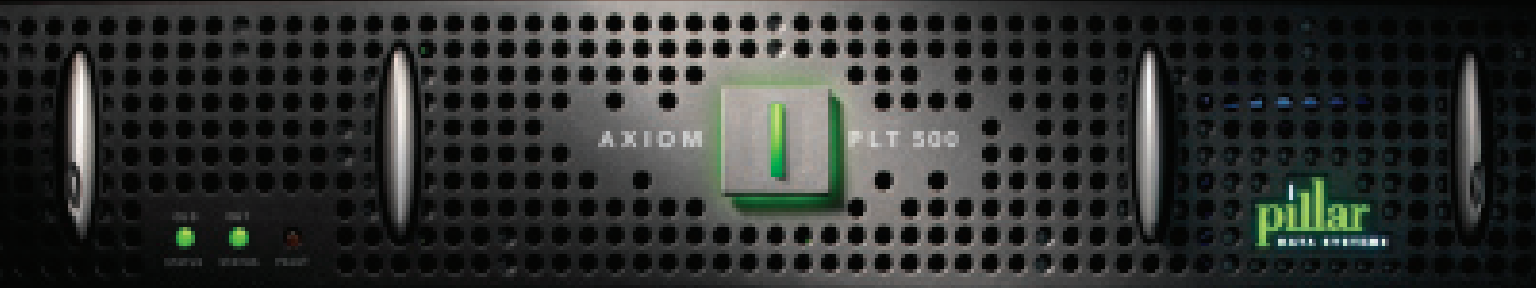
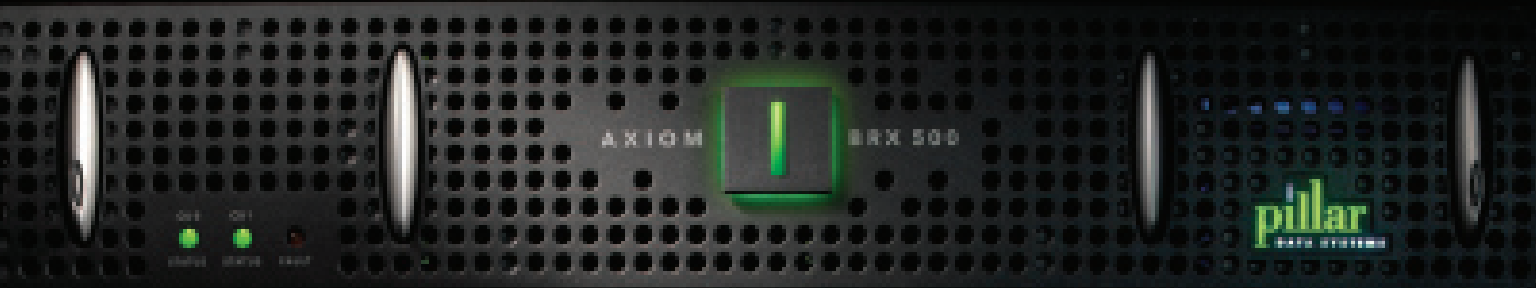
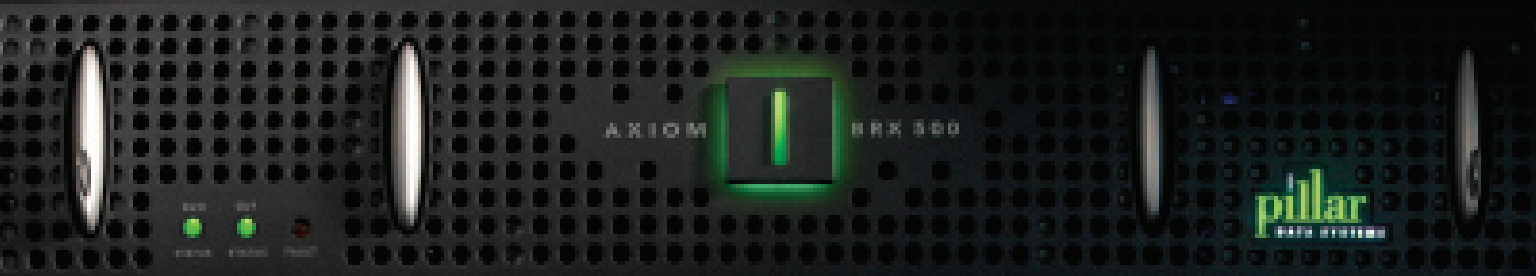
Comprehensive hardware and software warranties, plus à la carte service upgrade options, give you just the support you need.

Our People

Our professional, highly qualified service teams are committed to your complete satisfaction, delivering world-class service, support, consulting, and training.

Pillar delivers a sensible customer experience. That's our promise.





Pillar Technology

Designed with reliability, availability, and serviceability in mind.

Pillar understands the criticality of dependable, around-the-clock data access. We designed the Pillar Axiom Storage system from the ground up with integrated features that deliver reliability, availability, and serviceability.

Reliability

Axiom systems contain active/active components and sophisticated software to virtually eliminate the possibility of data loss or corruption.

Availability

The extremely fault-resilient Pillar Axiom keeps data highly accessible, even during component replacements or software upgrades.

Serviceability

The Guided Maintenance Wizard, makes the Pillar Axiom system easy to maintain, with self-diagnostic and self-repair systems, and hot-swappable, user-replaceable components.

Hardware advantages

Every Pillar Axiom Storage system includes a complete set of hardware features for easy repairs, protecting data integrity, and maximizing uptime.

- Critical components have duplicate, active backups to eliminate any single point of failure
- Critical components are hot-swappable, allowing on-the-fly replacements
- Other components are warm-swappable, allowing power and connectivity to be re-routed during replacement
- Non-proprietary, industry-standard components reduce acquisition and repair costs
- Battery-backed RAM ensures data integrity in case of power failure
- Non-disruptive hardware and software changes maximize data accessibility
- Guided Maintenance software facilitates end user maintenance
- Dual pathways throughout the entire system assure redundant accessibility
- Every storage enclosure includes a hot-spare disk drive

Software advantages

Pillar Axiom Storage Manager software features policy-based provisioning and management for ease-of-use, high performance, and high availability.

- Policy-based controls simplify data management
- Easy-to-use interface simplifies provisioning and management
- Flexible data protection options include Snap FS, Snap LUN, and Axiom Volume Backup and Axiom File Replicator
- Automatic display and notification of critical status changes and events support proactive administration
- Compilation and delivery of system health and performance statistics to the Pillar customer service organization help organizations address potential problems before trouble occurs
- Integration with leading management framework software vendors enables centralized storage infrastructure management

A customer-centric focus

Complementing the advanced hardware and software features of the Pillar Axiom Storage systems are world-class service and support created with you in mind.



Pillar Customer Service

Designed around one customer. You.

Pillar's world-class warranty and support program comes with essential services such as remote event notification, Web support, technical assistance, and more. Optional components let you design a program that precisely fits your budget and needs.



Technical Support Center:

You're heard.

Our Technical Support Center uses industry-proven best practices to provide unlimited, around-the-clock phone and email support, software upgrades, and software fixes.

Field Support:

You're not alone.

Fast, onsite assistance, within hours of your call. Under our premium customer support plan, the Pillar field services team comes right to you, right when you need it. We extend our service reach through strategic partnerships with IBM Global Services and others that deliver the highest level of support. Certain geographical limitations may apply.

Warranty:

You're covered.

The Pillar warranty protects Pillar Axiom internal system components for three years, including next-day delivery of hardware components, with options to extend coverage for up to five years in one-year increments. External and cable rack components may have different warranty coverage periods. A contract option for four-hour parts delivery or four-hour parts delivery with onsite service runs concurrently with the standard three-year hardware warranty (not available in all areas).

The Pillar warranty protects software for 90 days with an option to extend coverage for up to five years in one-year increments.

Remote System Event Notification:

You're off the hook.

Built-in automatic notification capabilities in your Pillar Axiom system contact our service experts to order a replacement part or software fixes – usually before you even know there's a problem. This proactive approach maximizes the performance and reliability of your Pillar Axiom Storage system.

Web Support:

You're online.

The Pillar online system provides a complete set of self-service tools designed to give you the ability to effectively manage your storage system. You can access our technical publications library, download the latest software upgrades, check product bulletins and training schedules, or monitor your support contract.

Software Support and Subscription:

You're up-to-date.

Pillar provides access to, and technical support for, all software and firmware as shipped, as well as any updates, upgrades or maintenance releases that occur during the maintenance term. Distribution is through downloads at <http://support.pillardata.com>



Pillar Professional Services

Leverage your resources and reduce costs.

Pillar Professional Services consultants are experienced in assessing, designing, and implementing enterprise-class storage solutions. Our experts understand the latest advances in storage technology and the increasingly important role that storage plays in the performance of highly competitive businesses.

Whether you need a basic system implementation, comprehensive application integration, or custom consulting services, our team can develop an effective storage solution that will leverage your resources, maximize utilization, and keep costs down.

Pillar delivers:

- **Storage planning and implementation** – helps you be more productive
- **Storage optimization** – for maximum system efficiency
- **Storage protection** – to keep data safe

System Implementation Services: **Delivering Results.**

Pillar Professional Services consultants study your organization inside and out before designing the solution that best meets your storage needs – resulting in effective deployments of your Pillar Axiom Storage system.

System Implementation Services include:

- **Planning Services** – develop a detailed roadmap that satisfies your current storage needs and anticipates future growth
- **Consolidation Services** – implements flexible, multi-tiered Axiom systems that break down the barriers between incompatible storage silos to maximize system performance and utilization
- **Installation Services** – frees your team from system set-up so you can focus on what's most important: running your business

Data Protection Services: **Safeguarding Your Information.**

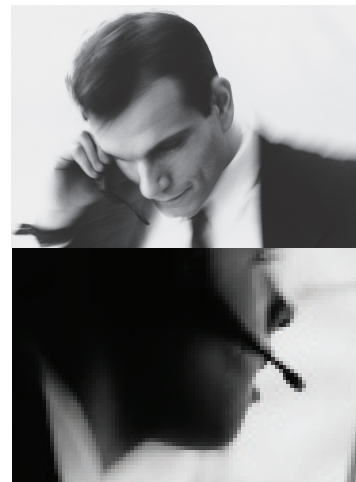
Pillar consultants can integrate your Pillar Axiom Storage system into your compatible, existing backup and restore system. If you have a new storage system, our team can develop a data protection program that meets your standards for replication and recovery.

Operational Services: **Maximizing Efficiency.**

After your Pillar Axiom system has been installed, Pillar Professional Services consultants can provide proactive services for the life of your investment. Whether you need to move, expand, reconfigure, or optimize your system, our team can perform the job with minimal disruption.

Custom Consulting and Training Services: **Tailored to Your Business.**

Pillar Professional Services consultants can create custom programs that meet the unique needs of your organization. Your custom-consulting solution can combine planning services, deployment deliverables, and training scenarios.





The Pillar Customer Approach

Delivering world-class customer support.

We designed Pillar customer service and support to help you get the most from your storage investment and reach your business goals.

Our world-class specialists offer:

- Deep understanding of the latest advances in storage technology.
- Familiarity with current architectures.
- Insight into how storage can enhance the performance of your business.

Pillar designs and builds sensible systems.

Pillar Data Systems is the sensible alternative.

Pillar Data Systems takes a sensible, customer-centric approach to networked storage. We started with a simple, yet powerful idea: Build a successful storage company by creating value that others had promised, but never produced. At Pillar, we're on a mission to deliver the most cost-effective, highly available networked storage solutions on the market. We build reliable, flexible solutions that, for the first time, seamlessly unite SAN with NAS and enable multiple tiers of storage on a single platform. In the end, we created an entirely new class of storage. www.pillardata.com



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