



# Strategic Support Solutions

## Complex Storage – Simple Solutions

*Technical Experts in Tape Library & Tape Drive Repair, Service and Maintenance  
20 years of Professional Service Experience in Data Storage*

**Strategic Support Solutions** has been providing professional tape library and tape drive repair, service and maintenance for over 20 years. As experts in the industry on the top data storage brands - **StorageTek/Sun, Quantum/ADIC, IBM, Dell, Hewlett Packard, Sony, Spectra Logic and Overland** - we ensure our customers' data storage and archiving is up and running at all times. Over the years, we have **serviced and repaired thousands** of tape libraries, drives, power supplies, picker assemblies and other tape storage components. It's our specialty, and it's all we do. We have worked with companies in a variety of industries:

- Manufacturing
- Financial
- Insurance
- Banking
- Healthcare
- Local, State and Federal Government
- Hospitals
- Universities



With over 20 years experience in tape library and drive repair and maintenance, the technical staff at **Strategic Support Solutions** has the knowledge and expertise to repair and service tape libraries, tape drives, hand assemblies/pickers, power supplies, and much more. Partner with us to protect and service critical data storage systems. Cover your older equipment with a Maintenance Contract, because when vital tape backup systems start malfunctioning, you need experienced technicians that can address the problems quickly and efficiently.

**Strategic Support Solutions** offers a solution to fit every busy IT department's needs and budget. From 24x7 annual maintenance plans to specialized telephone support for self-maintenance, depot repair and parts replacement, we do it all. We offer many programs customizable to suit the needs of your business including:

- **Fast and Flexible Technical Support**
- **Project-Based Professional Services**
- **Annual Maintenance Contracts and Spares Kits**

*Strategic Support Solutions is your service partner for tape storage.*



*"Over the years we have used a mix of OEM and third party maintenance contracts from various providers and none of them have provided the level of service that we now receive from Strategic Support Solutions. Even without the cost savings of a maintenance contract through your company, which is significant, we would still choose Strategic Support over the manufacturer and other third party maintenance providers." -- Paul C.*



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## Fast and Flexible Technical Support

**Strategic Support Solutions** is focused on providing fast and flexible technical support - customizing our response options to fit your current needs. There are four different ways our technical experts can assist you in keeping your tape backup equipment operating efficiently, by providing **Technical Telephone Support, Depot Repair and Advanced Exchange, Onsite Repair and Time and Materials Repair Services.**

### Technical Telephone Support

Often an issue with a tape library or tape drive can easily be resolved with one phone call to our technicians. If your IT staff is comfortable in addressing many issues but just may need some additional tape storage expertise, use our Telephone Technical Support Program, available Monday through Friday 8:30am to 5pm EST. Annual technical phone support contracts are available for those customers that must have access to phone support 24 hours a day, 7 days a week.

### Depot Repair and Advanced Exchange

Our expert technicians can repair your tape backup equipment at our fully-equipped repair depot. To get your equipment repaired, simply send it to our full-service facility. We will test it, call you with a quote, repair it and have it back to work in your data center - fast! Both bench and native environment testing is performed to ensure that your tape library or drive is performing at top parameters before we return it to you. We even offer Advanced Exchange - we send you the necessary replacement part at the same time you send us the non-working equipment to repair. This enables you to get your data storage running again more quickly while only paying the cost of a repair.



### Onsite Repair

Strategic Support Solutions offers onsite tape library and drive repair nationwide. A service technician can be sent to your facility to diagnose and fix problems that are too complex to be solved quickly over the telephone. This service is especially helpful if your organization has urgent needs for equipment repair, integration, or when sending a drive or library to our facility would translate into too much downtime. This service is also appropriate for big one-time projects and professional services, like upgrading or moving key storage equipment.

### Time and Materials Repair Service

We offer Time and Materials Service for customers who need repairs, maintenance, or service for tape libraries and drives on an infrequent basis. This program allows customers to call us as they encounter issues and only be charged for labor and parts to resolve that particular problem.



*"Jeff and his team are extremely knowledgeable and professional. Outstanding service and support from day 1." -- Mike K.*



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## Annual Maintenance Contracts and Spares Kits

**Strategic Support Solutions** offers Annual Maintenance Contracts for the top selling tape libraries and drives. These customized programs fit the maintenance and service warranty needs for any size data storage system, from room-sized data centers and multi-level IT departments to small businesses with a single library.

**Full-Service Maintenance Contracts** are good for those companies without internal technical expertise in data storage, while **Self-Maintenance Programs** work well for companies that have highly-skilled technicians that may just need phone support to diagnose and correct problems as they occur.

Different service levels are available to correspond to your operational needs.

**Platinum Service** is ideal for companies running around the clock with continuous data storage needs, who need specialized tech support 24/7 and rapid response times.

**Gold Service** and **Silver Service** packages are perfect for companies with data storage needs primarily focused on the 5-day work week, with pricing and service options that vary by response time needed.



For either type of maintenance program, we also offer **Spares Kits**, where parts and components are kept on-site at your facility to minimize downtime. Kits can be customized to your needs to contain all the essential field-replaceable parts to handle standard repair and maintenance issues in tape libraries and drives. Spares Kits are customized to your data storage equipment, and include the items you need to have on-hand most. Whatever your situation, we have a solution to fit your data storage maintenance needs.

### Full-Service Maintenance Programs

- **Platinum Service: 7x24x4** – 7 days/week x 24/hours/day x 4 hour response time
- **Gold Service: 5x9x4** - 5 days/week x 9 hours/day x 4 hour response time
- **Silver Service: 5x9x24** - 5 days/week x 9/hours/day x 24 hour response time



### Self-Maintenance Support Programs

- **Platinum Service: 7x24x4** - 7 days/week x 24/hours/day x 4 hour response time
- **Gold Service: 5x9x4** - 5 days/week x 9 hours/day x 4 hour response time
- **Silver Service: 5x9x24** - 5 days/week x 9/hours/day x 24 hour response time

### Spares Kits

- **Tape Drive, Robotic Assembly, Controller, Interface, Power Supply, Library and Robotics Control Modules**

*"I've known Jeff for many years, going back to the old M4 Data days of 9-track and 3480 tape systems. Jeff has always been one of the most technical guys I have ever met. If I ever had any questions or if a tape system didn't work correctly, he knew exactly what to do and how to fix it. Jeff has been a great business partner over the years and I will continue to use his services into the future." -- Brian K.*



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## **Project-Based Professional Services**

**Strategic Support Solutions** offers the Professional Services that your company requires to keep your tape libraries and drives in your data center at optimum operating efficiency. These services cover the need for technical expertise for big one-time projects or occasional repair needs. Our offerings include **Time and Materials Repair Service, Hardware Support and Upgrades, Reconfiguration and Equipment Installation, Equipment De-Installation and Relocation, and Consolidation of Equipment.**

### **Hardware Support and Upgrades**

Strategic Support Solutions can assist in implementing hardware upgrades in the data center. Whether you are installing new or used tape libraries, tape drives, disk storage systems or network applications, we can help in the migration and installation process. We can also provide competitive pricing on disk arrays, network management tools, tape libraries, drives, parts, accessories and options – making the most of your IT budget.

### **De-Installation / Relocation / Removal of Existing Equipment**

The technicians with Strategic Support can assist you in the de-installation of equipment for removal or relocation of tape libraries and related equipment. Count on our professionals to make the transition smooth and painless, whether moving equipment within the same facility, to another location, or removing it permanently from your inventory.



### **Reconfiguration and Equipment Installation**

When you upgrade a portion of the drives in your tape library, the existing drives may need to be reconfigured in order to work. Our technicians will make sure that your existing data storage equipment and software is communicating with the new equipment to keep your system running and your data safe and secure.

### **Consolidation of Equipment**

If your data center has been the receiving point for storage equipment from other areas of the company, it may be time to consolidate your equipment. Our knowledgeable staff can help create a plan to transition your data to the most effective and useful equipment in your data center, making the most of your time, space, and resources. We can even help you sell the equipment you no longer need or want.

*"I just wanted to say thanks for your service. The drive bay is working fine.  
I sincerely appreciate the way you conduct business." -- William H.*





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## Brand Names and Product Expertise

**Strategic Support Solutions** has expertise in the tape library and drive service and repair industry that spans over 20 years. Our knowledge and hands-on experience has allowed us to become experts in the following brands and products.

### Tape Libraries – Models

- StorageTek (STK) Tape Libraries – 9710, 9712, 9714, 9730, 9740, L20, L40, L80, L180, L700, L700E, L1400, SL500 and SL8500
- Sun L25, L100, Storedge C2, Storedge L9, Storedge L280, Storedge L180, Storedge L700
- ADIC Fastor 2, Fastor 7, Fastor 22
- Quantum | ADIC Scalar Tape Libraries - 218, 24, 100, i500, 1000, i2000, 10000
- Quantum Tape Libraries - ValueLoader, Superloader, Superloader 3, Superloader 3A, M1500, M1800, M2500, P1000, P2000, P3000, P4000, P7000, PX502, PX506, PX720
- Dell PV110T, PV120T, PV122T, PV124T, PV128T, PV130T, PV132T, PV136T, PV160T, ML6000, ML6010, ML6020 and ML6030
- IBM 3490-F11, 3581-L28, 3581-L38, 3581-H23, 3582-L23, 3583-L18, 3583-L36, 3584
- Hewlett Packard Surestore 1/9, Surestore 2/20, Surestore 4/40, Surestore 10/180, Surestore 20/700,
- HP StoraGeworks 1/8, StoraGeworks 1/8 G2, TL891, MSL4048, MSL5030, MSL5052, MSL6030, MSL6060, ESL9595
- Overland Data LoaderXpress, PowerLoader, ArcVault 48, Neo 200, Neo 400, Neo 2000, Neo 4000



### Tape Drives

- HP and IBM - LTO1, LTO2, LTO3, LTO4, LTO5
- 9840 and 9940
- Sony AIT, DLT and SDLT
- DDS 1, DDS 2, DDS 3, DDS 4
- 9-track, 18/36-track



### Hand / Picker Assemblies

- StorageTek hands – L40, L80, L180, L700, SL500
- Sun L25, L100, Storedge L180, Storedge L700
- Quantum / ADIC pickers – M1500/M2500, P3000, P4000, P7000, Scalar 100, Scalar i2000
- Dell – PV128T, PV136T, PV160T
- IBM – 3583-L18, 3583-L36, 3583-L72
- HP – 2/20, Surestore 10/180, Surestore 20/700

### Power Supplies (PSU)

- Fastor 2, Dell 122T, HP 1/8, Sun L8, IBM 3581, Gateway 820 (all of these models use the PSU model **KM88-LCL/PF**)
- IBM & Dell LTO2 and LTO3 drive enclosure PSU's – P/N 96P1801, 96P1802
- Dell 124T PSU – P/N – ENP-2316BR
- Quantum Superloader 3 PSU – ENP-2316BR
- Scalar i2000 PSU
- SL500 power supply



### Other Technologies

- M4 Data 9914, 9-track drive, M490E, M490L
- Overland Data T490E, L490E
- 18/36 track autoloader
- Quantum DLT7000 and DLT8000, SDLT220, SDLT320 and SDLT600