

# StorSafe Lifecycle Assurance Plan

Because data protection storage doesn't end at deployment.

What is it?

A **subscription-based Professional Services** offering, to complement your Enterprise Support agreement, designed to ensure your StorSafe environment remains resilient, compliant, and optimized throughout its entire lifecycle...from initial deployment and configuration to planned upgrades, migrations, configuration changes, and lifecycle operations, our experts help optimize your StorSafe strategy so you can focus on what matters most.

## What it provides...

- **Predictable monthly costs**
- **Proactive lifecycle planning**  
Our team works alongside yours to continuously assess, maintain, and optimize your StorSafe deployment, helping prevent issues before they impact operations.
- **Faster execution of planned work**  
Prioritized scheduling
- **Reduced operational risk**  
Leveraging validated best practices
- **Expert guidance**  
Gain access to StorSafe specialists who understand your architecture, business objectives, and compliance requirements

## Complementary to Enterprise Technical Support

- **Enterprise Technical Support is the foundation**  
Break/fix, troubleshooting, service restoration. Support is **reactive** as needed.
- **Lifecycle Assurance layers on planned professional services**  
Installation, upgrades, migrations, health check. Services that are **proactive and planned**.

## Key services include...

### Deployment & Architecture Assurance

- FalconStor product Installation and configuration
- Best-practice architecture guidance
- Configuration alignment with business and compliance needs

### Ongoing Health & Performance Reviews

- Annual health checks
- Repository, cache, index, and memory expansion services
- Environmental and infrastructure changes

### Upgrade & Change Management Support

- Planned changes and lifecycle operation - software patches and upgrades
- Operating system upgrades

### Advisory & Optimization Services

- Migration assistance (planning & execution)
- Managed work with prioritized scheduling

## The "Fine Print"

- All services delivered remotely
- An Enterprise Support agreement must already be in place to qualify for a Lifecycle Assurance Plan agreement.
- FalconStor will deliver services on a "best effort" basis; service level agreements are not part of this agreement.
- A Lifecycle Assurance Plan agreement will receive priority scheduling of professional services, but services will occur based on resources as available only.
- All necessary infrastructure and personnel must be provided and available on a timely basis for FalconStor to deliver services.
- Customer must promptly notify FalconStor of any changes to their environment, infrastructure, or requirements that may impact service.

## Pricing

**Annual Subscription up to 2 servers**

**\$9900 / year**

- No time and materials billing necessary
- No per-engagement POs required

**Talk to your FalconStor representative to get started.**