R+2

THE POWER IS IN THE NUMBERS

What is R+2?

R+2 is a unique service that provides to its subscribers the following benefits:

- It provides the availability rate* of all IT hardware to inform IT managers which competing hardware products will provide the greatest stability to the corporate computing system.
- It provides the maintenance rate** of all IT hardware to enable IT management to negotiate a more reasonable maintenance fee.
- It compares the availability and maintenance rates of each subscriber's installed hardware to industry standards which enable IT managers to know whether their hardware is performing as well as it should.
- It strongly influences the hardware vendors to increase the availability rates of their hardware in order to retain or improve their market share.
- It promotes the use of proactive versus reactive maintenance practices.
- It promotes maintenance policies that enhance the residual value of existing hardware.
- It ensures that IT managers are aware of the specific value proposition of the maintenance service provided by each vendor for its various hardware products.

The R+2 subscription fee is an enterprise fee based on the number of hardware categories subscribed to and is not based on the amount of hardware that an enterprise uses or the locations where that hardware is installed anywhere in the world.

The monthly data that the subscribers provide to R+2 will come from the maintenance providers that service the subscriber's hardware. These providers will supply this data on a monthly basis to their service clients without charge. In addition to ensuring accuracy and uniformity of the data required by R+2, using the providers' data relieves IT management from the task of gathering this data from internal management files that may be located in various locations.

An IT organization can subscribe to any of the following hardware categories:

- Distributed and centralized server processors, which includes but is not limited to x86 based systems, large Unix-based systems, HP's Superdome and NS systems and IBM's mainframe systems.
- On-line storage and telecommunication hardware.
- PCs.
- Off-line hardware including but not limited to tape storage hardware and printers

Notes

* The availability rate is the number of months between disruptive events. A disruptive event is any hardware malfunction that causes the hardware to stop performing or any maintenance action which can only be performed while the hardware is out of service. The higher the availability rate the greater the stability of the hardware.

** The maintenance rate is the number of months between maintenance actions whether or not those maintenance actions are disruptive. The higher the maintenance rate, the less maintenance the hardware requires and the less maintenance should cost.

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