

# Operating System Restoration

*Resume full  
operation after  
hardware failure*



## **Overview**

A Maintenance Agreement insures that your equipment will be up and running in a short time after a hardware failure. Operating System Restoration ensures that your operating system will also be the way it was before the hardware failure, speeding return to full operation.

## **Features and Benefits**

- Faster return to operation following a hardware failure.
- Controlled costs.
- Technical coordination between hardware and software support organization.
- In the event of hardware failure, and following any necessary hardware repair, the operating system will be reinstalled.
- A technician who has completed a hardware repair will continue and reinstall the operating system.
- Operating System Restoration is designed to help maintain the status quo of a properly installed operating system.

## **Options**

EMF can provide training on disaster preparedness, back-up and recovery.

## **Eligibility**

- Operating System Restoration is available only

in conjunction with a Maintenance Agreement which covers the configuration.

- It is necessary for us to approve back-up and restoration procedures prior to beginning coverage under Operating System Restoration.
- You must maintain the operating system at a revision level currently supported by the manufacturer.
- There must also be a key operator who has been trained in system administration fundamentals for the system.
- We require access to equipment, software media, manuals, passwords, equipment keys, and other essential material.

## **Pricing**

Pricing depends on the operating system.

## **Limitations**

Does not cover:

- restoration of data;
- operating system upgrades, reconfiguration or enhancement;
- hardware not covered by a Maintenance Agreement.

Does not alter the principal period of maintenance. Off Hours and Overtime policies apply as appropriate ♦

## **EMF Inc.**

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