Plasmon

Plasmon
Technical
Information

PRODUCT MODEL NAME: Plasmon 1800 B2K Libraries
DATE: 04/05/2001
PTI#: 1800-08

Problem Description: End of Life Notification for Libraries containing ATG, Hitachi, Nikon & Sony 12" drives.

Serial Numbers Affected: Serial Number 2000 and above.

Solution: Information Only

Re: END OF LIFE NOTIFICATION FOR CYGNET (PLASMON) LIBRARIES WITH ATG, HITACHI, NIKON, OR SONY DRIVES AND CONVERSION OPTIONS

In July, 1999, Plasmon purchased the large format optical library product line from Cygnet. Please be advised that effective May 1, 2001, Plasmon announces End-of-Life (EOL) for Cygnet (Plasmon) libraries with non-Plasmon drives (ATG, Hitachi, Nikon, and Sony brands) and for spare parts on the attached list that are specific to those libraries.

Plasmon offers several conversion options which are outlined below.

This notice includes all of the Cygnet library configurations (ASM, 1602, 1802, and 1803) with any of the following drive types (ATG, Hitachi, Nikon, and Sony):

Model	Library Configuration	Drive Type
ASM-1	ASM library with one drive	ATG, Hitachi, Nikon, Sony
ASM-2	ASM library with two drives	ATG, Hitachi, Nikon, Sony
1602-2	1602 library with two drives	ATG, Hitachi, Nikon, Sony
1802-1	1802 library with one drive	ATG, Hitachi, Nikon, Sony
1802-2	1802 library with two drives	ATG, Hitachi, Nikon, Sony
1802-3	1802 library with three drives	ATG, Hitachi, Nikon, Sony
1802-4	1802 library with four drives	ATG, Hitachi, Nikon, Sony
1802-5	1802 library with five drives	ATG, Hitachi, Nikon, Sony
1803-1	1803 library with one drive	ATG, Hitachi, Nikon, Sony
1803-2	1803 library with two drives	ATG, Hitachi, Nikon, Sony
1803-3	1803 library with three drives	ATG, Hitachi, Nikon, Sony

1803-4	1803 library with four drives	ATG, Hitachi, Nikon, Sony
1803-5	1803 library with five drives	ATG, Hitachi, Nikon, Sony

Plasmon will not support the products listed above and in the attached Spare Parts List after December 1, 2002.

Plasmon will, of course, continue to support these libraries having Plasmon (Philips) drives (LD4100, LD6100, and LD8100).

CONVERSION PROGRAM - BACKGROUND

1. Even before acquiring the Cygnet library line, Plasmon acquired the Philips LMS division in January, 1999 (where the 12 inch drives are developed and manufactured).

2. These acquisitions were very significant for the future of this large format optical technology. The LMS division was not part of Philips' core businesses (lighting, semiconductor components, and consumer electronics) and represented less than 1% of total revenues. As a result, the product line never received the attention it deserved (primarily investments in R&D, key personnel, and marketing).

As part of Plasmon, whose core business is optical storage, the 12 inch products represent over 35% of total revenues and are a key piece of Plasmon's overall business.

3. Plasmon announced a new roadmap for its 12 inch technology in October of 2000. The roadmap consists of a doubling of disk capacity to 60GB at the end of 2002 and a subsequent doubling to 120GB and then 240GB per platter by mid 2006.

Key factors in this roadmap include development cycles of only about 2 years or less between future generations and backward compatibility to more than just the previous generation. This development schedule is very realistic given Plasmon's commitment to and investment in this technology and the fact that we are not bringing any radical new technologies to bear on these generations.

4. We have shipped over 800 of the new 30GB drives last year. The product is even more robust than the 12GB generation with twice the read and write speeds and a 2.5X increase in capacity (30GB per platter).

5. Plasmon launched a program called Service Direct at the end of 1999. This program consists of the following:
- Plasmon factory engineers take first call for all service-related issues - we have a tremendous interest in ensuring that our products meet your needs.
- After diagnosing the problem by phone, Plasmon arms its field service engineers with the appropriate knowledge and/or parts to efficiently handle the problem
- The program offers both 9x5 and 24x7 coverage
- Plasmon also requires use of factory-certified parts to ensure maximum uptime of its products
- Service Direct currently has over 50 contracts and has been a resounding success in increasing uptime within our customer base
- Service Direct is very competitively priced as you are dealing directly with the developer and manufacturer of the technology

CONVERSION PROGRAM

We recently launched a Conversion Program aimed at helping customers with non-Plasmon drives in Cygnet libraries to convert to our drives and media. We have partnered with a number of conversion houses with experience on a wide range of platforms and who have successfully completed these conversions.

Why should large format users consider Plasmon's conversion program?
1. Solid roadmap with only two-year cycles between generations and backward read compatibility
2. A history of leading edge technology (including dual head drives) and four successful previous generations
3. A financially viable vendor whose core business is optical storage
4. Consolidation of backfiles on high density 30GB media resulting in reduced media costs, possible elimination of one or more libraries (and attendant costs), and deferral of future library purchases
5. Increased read/write retrieval performance over current system
6. Choice of experienced conversion services performed on site or offsite
7. Minimal downtime - Plasmon and its partners can apply sufficient hardware and personnel resources to complete conversions in days or weeks, not months, and bring up parallel systems to reduce downtime to absolute the minimum.

In addition to the benefits above, Plasmon will offer a rebate on your current hardware and possibly other financial incentives as well as lease options.

Your original reasons for selecting large format optical storage may still be quite valid (i.e. - high capacity, permanent archival of key data, and fast access to nearline data), and we would like to discuss your future storage requirements and, specifically, a migration from your current media to Plasmon optical technology if you have an interest.

If you have any questions or want to take the next step, please contact your me at your convenience.

Regards,

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