



## SYRACUSE UNIVERSITY

DEPARTMENT OF ELECTRICAL ENGINEERING AND COMPUTER SCIENCE

March 2, 2010

Mr. Chuck Rabe  
Global Restoration Program Specialist  
785 Thunder Hill Drive  
O'Fallon, MO 63368

RE: HP/CTS Recovery Project – High Performance Computational Research Clusters for Syracuse University and the Navy/NAVAIR

Dear Mr. Rabe:

I would like to take this opportunity to personally thank you, your Hewlett-Packard team, especially Gary Blew and Rucker Spruill, and the team from Coastal Technical Services for the excellent work performed in the aftermath of the fire and subsequent contamination of the equipment in our high performance computational research clusters.

I am well aware of the highly sophisticated and sensitive nature of the computer systems that were impacted by the fire. We were greatly concerned that our hardware may have been irreparably damaged, but were delighted to find out from you about the availability of HP restoration processes and CTS. It would not have surprised me to have been told that there was nothing that could be done for the equipment and that it would all have to be replaced. The financial implications of such a scenario would have been significant for me, Syracuse University, and our sponsors at the Navy NAVAIR site in Patuxent River, MD. It was quite a relief to find that recovery of the equipment was a viable option.

I was not aware that equipment that had been contaminated as severely as ours could be restored to like new condition with the full warranty and maintenance support of Hewlett-Packard. This alternative to replacement proved invaluable, especially in light of the cost savings. Were it not for the delays in understanding the insurance issues and lining up the funding to undertake the work, it would have been a very timely solution. Once the job was initiated, the HP and CTS teams worked efficiently and effectively together for a continuous and concentrated amount of time to execute the job.

HP and CTS did a terrific job of pulling together the appropriate technical resources and personnel to ensure that the equipment was completely free of contaminants when the project was finished. Despite the highly technical and challenging nature of the recovery project, the teams from HP and CTS worked seamlessly together. This cohesive effort inspired confidence among my staff, who were also unfamiliar with the specifics of electronic decontamination work. The work site was orderly and all of the HP and CTS personnel were friendly and knowledgeable. We were so impressed with the efficiency of



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the operation and expertise of the team that we asked the CTS team leader, Ms. Yi-Chia Vorhis if we could tour the trailer facility with local industry colleagues who were visiting campus for a research meeting. They were very also impressed and have the contact info in case they are ever in need of recovery services.

In addition to coordinating together, the teams also successfully navigated unanticipated logistics problems such as the need to relocate the recovery operation to accommodate class schedules and the need to adapt to additional constraints from Syracuse University's Environmental Health and Safety Department. From the first time we met shortly after the fire, and throughout the recovery process, you, specifically, and the HP and CTS personnel collectively, demonstrated patience, professionalism and agility. Most importantly, when the decontamination work was completed, the restart of the system was an unqualified success. The HP support in this phase of the project was particularly valuable as the engineers were able to optimize the operational status of the system with updates to the firmware levels of the hardware. This level of support from HP's Rucker Spruill, Nancy Stengel and George Lander exceeded our expectations.

HP and CTS provided an economically palatable solution to an extremely serious problem. You have my gratitude and the appreciation of Syracuse University and NAVAIR. We previously recognized the strength and depth of the technical knowledgebase behind the HP hardware. We now see that there is a similar depth to the support that HP can provide. The strength of this service is a selling point for HP high performance computing systems. We look forward to continuing to do business with Hewlett-Packard Company.

Best Regards,

Tapan K. Sarkar, Ph.D.

cc: Stephen Gower, Hewlett-Packard  
Ian Malee, Coastal Technical Services  
Dr. Oliver Allen, NAVAIR