



As your experienced IT staff retires, Salem Automation steps in to preserve and extend the life of your legacy systems. We ensure operational continuity, reduce risk, and save you the cost of hiring and training new personnel.

Why Clients Trust Salem Automation

Broad System Expertise

- VAX/VMS, OpenVMS, Tru64 UNIX, SGI IRIX, IBM AIX, HP-UX, Solaris, Linux, Windows Server
- Application-specific support tailored to your environment
- Remote monitoring, proactive issue resolution, and CTO hardware solutions

Flexible Support Levels

- Choose from 8/5 or 24/7 SLAs
- Support for single systems or enterprise-wide environments
- Optional cloud hosting in secure data centers

Veteran IT Professionals

- 30+ years average experience
- Deep documentation and knowledge base
- Proactive monitoring to prevent downtime

Cost Effective Excellence

- Lower costs than OEM contracts
- Predictable budgeting
- Maximize uptime and ROI

OpenVMS Support Teirs

Tier	Availability	Includes	Response Time
Level 1	8/5	OS support, troubleshooting, problem reporting	4 hours
Level 2	24/7	All Level 1 + 24/7 access	2 hours
Level 3	8/5	All Level 1 + remote admin, user mgmt, audits	4 hours
Level 4	24/7	All Level 3 + 24/7 access	2 hours

Supported Operating Systems

Legacy Systems

- VAX/VMS 5.x
- OpenVMS 6.x - 8.x
- Digital UNIX: OSF/1, Digital UNIX 4.x, Tru64 UNIX 4.0F - 5.1B-6

Enterprise Unix/Linux

- IBM AIX: 4.x - 7.x
- Oracle Solaris: All Versions

Tailored to Your Environment

Every system is unique. That's why we start with a consultation to understand:

- Your system size and complexity
- Application-specific needs
- Current pain points
- SLA preferences



Contact us:

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Your Legacy IT Support Experts