

# SunSpectrum<sup>SM</sup> Support



A higher standard of service



## Highlights

- A portfolio of service plans that deliver the proven expertise and consistent service quality you need to support your systems, storage, and software
- Flexibility to choose a level of service that matches the criticality of each product within your networked environment
- Convenience of a single support agreement that covers systems, storage, and software
- The value and ease of integrated hardware and OS support for systems running Solaris and Windows
- A uniquely relevant support option for customers seeking support on Sun systems running the Linux OS
- An enhanced storage services offering bringing together a unique combination of people, process, and technology
- Optimal support and expert technical assistance for your software products



## A higher standard of service for your IT infrastructure

You've come to expect the best in support from Sun, and when you choose SunSpectrum<sup>SM</sup> Support, you receive the same, trusted Sun expertise across all our Service Plan options—whether we're providing support for your systems, storage, or software. In addition to knowing Sun products best, Sun has the passionate staff, global support infrastructure, and online services to help you succeed. Our experienced support engineers are available to identify and resolve technical issues around the clock. Extending far beyond traditional break-fix services, we also offer self-help and monitoring tools that provide proactive support, allowing you to address potential technical issues—often even before they occur.

At Sun, we're continuously looking at the customer experience to help us provide ongoing service enhancements. And we don't do this in the dark. We ask our customers questions about the ease of reaching us for service, response time, technical competency, effectiveness of resolution, professionalism, and the quality of our services. We analyze and trend feedback so we can increase the quality of our support. The goal is to provide you with a higher standard of service, which is what you've come to expect from Sun support.

Sun was named by the majority of those surveyed as the best overall performer related to product support.

—TNS Prognostics Research, 2006

## The service and support you need—all under one Sun

When you choose SunSpectrum Support, you get more than the typical service relationship. With one overarching support agreement, Sun provides you with virtually everything you need: integrated hardware and operating system support for your systems; hardware and firmware support for your data storage; operating system-specific coverage; and options for your production system software.

## Simply choose any or all of the Sun Service Plans you need, and relax.

## Your coverage is all under one Sun.

### Service Plans for Systems

Years ago, with the introduction of SunSpectrum Support, Sun set the standard for fully-integrated hardware and operating system service coverage. Today, the single-price, total-system approach provided by a Sun System Service Plan remains the best option if you are running the Solaris™ or Microsoft Windows OS on your Sun hardware.

- **System Service Plans for Solaris OS** include hardware service coverage, telephone and online technical support, interoperability support through the Sun Vendor Integration Program (SunVIP<sup>SM</sup>), Solaris updates, and more—all to help you achieve maximum system availability.
- **System Service Plans for Windows OS** let you run Windows on your new Sun Fire™ server or Sun Ultra™ workstation with confidence, knowing that both your hardware and operating system are covered by the same world-class services organization known for its outstanding support. You benefit from a standard set of features including hardware service coverage, telephone and online technical support, knowledgebase access, and Sun Alerts and notifications.
- If you're running the **Linux OS**, we've got you covered. There are a variety of Linux licensing models, and to meet your unique needs, Sun offers Sun hardware and Linux support separately. Choose a Sun Hardware Service Plan to receive the hardware coverage you need and couple it with a Service Plan for Software for enterprise-class Red Hat and SUSE Linux support.

### Service Plans for Storage

The SunSpectrum Support portfolio has been enhanced to include an advanced support offering for storage: **Sun StorageTek<sup>SM</sup> Service Plans**. This support offering for storage builds on the strengths of both the Sun and legacy StorageTek support offerings to help you get the most out of your Sun storage systems and meet your need for data availability. You can take advantage of service and support features that help protect your technology investments and enable business agility and growth.

Sun StorageTek Service Plans provide dependable, reliable, and efficient service via customer support engineers, which means faster answers, problems solved. Take advantage of features such as hardware service coverage, telephone and online technical support, SunVIP interop support, and firmware updates to help reduce storage system management costs and complexity while improving performance.

### Service Plans for Software

For fundamental software services such as telephone and online technical support, software updates and upgrades, and self-help tools and notifications, the SunSpectrum Support portfolio includes Service Plans for Software. You get everything you need and, what's more, you get it from the people who know Sun best—experienced engineers with direct access to Sun-developed source code as well as joint support centers with key software partners.

- With a choice of service levels to meet your needs, **Sun Software Service Plans** offer comprehensive software support and provide an efficient way to get the most out of

your investment in Sun software. Services coverage options are available for the Sun Java™ Enterprise System, Sun Java StorEdge™ software, StarOffice™ software, StarSuite™ software, and more.

- **Solaris Service Plans** offer specialized support for the Solaris 10 OS and provide enterprise-level scalability, security, availability, and performance on both x86 and Sun SPARC® platforms. For fully-integrated hardware and Solaris OS support on your Sun system, opt for a System Service Plan for Solaris OS.
- **Java MultiPlatform Service Plans** are designed to provide production support for your heterogeneous Java technology-based applications and help you optimize application availability with technical support and 24/7 access to online information.
- **Sun Developer Service Plans** include a combination of product support and updates, per-incident developer advice, and education credits for training—designed and packaged for large enterprises and developer organizations seeking to shorten the application development learning cycle and increase productivity.
- **Service Plans for OEMs** cover systems and software and provide a tailored solution to meet the specific needs of OEMs competing in a global market with requirements for faster response and 7/24 coverage.

## Sun Service Plan Features

With increasingly complex environments and interdependent systems, uptime and availability are more important than ever. Understandably, you want the best IT product support that you can obtain within your budget. Sun helps you evaluate your options with a range of Service Plans that are built to suit Sun's products and your need for flexibility. This level of control is designed to help you manage cost while also providing you with the services your networked environment requires.

# Your specific Sun Service Plan coverage will contain a combination of features designed to match your products, environment, and unique business needs.

While certain characteristics are similar across the coverage options for systems, storage, and software, there are also unique services that have been designed specifically for the type of product being supported. As you move up to higher level plans, coverage hours broaden, response time commitments quicken, and issue escalation is accelerated. Depending on the Service Plan coverage you choose, you may be entitled to:

### Hardware Service Coverage

You receive prompt, dependable service or parts based on the coverage hours and response time commitments defined in the Sun Service Plan you choose. To help enable a first-time fix, all replacement parts are Sun certified. For on-site service, Sun dispatches experienced field engineers who can also provide proactive part replacement in accordance with any Sun field change orders (FCOs).

### Telephone and Online Technical Support

You can contact Sun for assistance within the coverage hours you choose (with no limit on the number of incidents). Through Sun's customer-defined priority process, you dictate Sun's response time and have access to live call transfer.

### SunVIP Interop Support

Sun Service Plan customers can use SunVIP to initiate support when they are unsure where the problem lies. If you encounter an issue that you believe involves Sun product, but perhaps another vendor's product/s as well, you can call Sun. Sun will assist with multivendor collaborative troubleshooting by tapping into relationships with more than 100 top IT vendors and joint service centers.

### Remote Diagnostic Analysis

With your acceptance, Sun will enable remote capabilities at your site including diagnostics, auto case generation, and dispatch for select Sun storage products.

### Knowledgebase Access

You have around-the-clock access to a variety of exclusive technical resources including Sun's online knowledgebase, collaborative remote diagnosis, and complete collections of technical articles, features, and security papers.

### Software Releases

You have access to the latest software releases and accompanying documentation as part of your coverage.

### On-Demand Software Updates

You receive on-demand access to updates and patches for Sun software.

### Firmware Updates

You receive on-demand access to all recommended, user-installable firmware updates.

### Sun Alerts and Notifications

You receive Sun Alerts for covered products, including those for which Sun is still working on a fix, providing you with an early warning system so you can get a jump start on risk mitigation. In addition, Sun provides special content in the BigAdmin<sup>SM</sup> newsletter to keep you up-to-date on Service Plan enhancements.

### SunSpectrum eLearning Library

Through collaboration with Sun Learning Services, Sun Service Plan customers are entitled to web-based training modules at no additional charge.

### System Health Check Subscription

This powerful, on-demand configuration analysis service is a must for mission-critical systems. The recommendations you receive are prioritized in order of risk and delivered via a secure, easy-to-use interface.

### Additional Services for Qualifying Sites

Sites that reach or exceed a Sun Service Plan contract value threshold can receive additional services including credits toward Sun Learning Services.

### A services relationship with Sun is an experience less ordinary

Supporting an IT infrastructure is complex, and the potential impact to your business can't be underestimated. Instead of adding to the complexity, SunSpectrum Support keeps it simple with a portfolio of Service Plan offerings that address your entire environment, not simply individual products. With Sun Service Plans, you can spend less time worrying about the availability of your technology and more time learning what's possible with your technology.

**Our people, processes, and technology enable our customers to have a services relationship with Sun that transcends the typical “call-me-when-something-breaks” relationship found elsewhere.**

Through continuous service enhancements, the SunSpectrum Support portfolio has become an important piece of Sun's comprehensive approach to availability. Your infrastructure is continually evolving, and so is your services relationship with Sun. We keep pace with your changing needs by making ongoing investments in our services offerings to provide you with the tools and support you require to maximize system, data, and application availability.

With our worldwide network of experienced support personnel and our commitment to quality of support<sup>1</sup>, Sun is uniquely qualified to provide the level of availability and stable, responsive service you demand. Rest assured knowing you've chosen a powerful portfolio of services that deliver proven value<sup>2</sup> and return on investment (ROI)<sup>3</sup>.

#### Learn more

For more information about the SunSpectrum Support portfolio, contact your Sun Sales Representative or Authorized Reseller or visit: [sun.com/service/serviceplans](http://sun.com/service/serviceplans)

1. Sun ranked #1 compared to Dell, IBM, and Microsoft for quality of service and support, efficiency of ordering/delivery, and price of products and services, *IT Supplier Impact and Performance Survey*, The Register, January 2006
2. Service Plans ranked #1 for value of product support, based on survey by TNS Pronostics, 2005
3. SunSpectrum Service Plans provide 110% ROI based on average three-year contract at \$260,000 per year, *Total Economic Impact Study, SunSpectrum Service Plans*, Forrester Research, 2005

