

SunSM Preventive Services



Expose risks. Manage leading indicators. Focus on prevention.
And take advantage of incentives to cut total support costs.

Exposes Leading Risk Indicators

- Identifies risks so you can better manage resources and outcomes
- Measures, monitors, and reports on key performance indicators (KPIs) so you can set target values and monitor improvement
- Guides your decision-making process as you evaluate past IT investments and new options for improving service levels
- Helps you mitigate and manage risk based on current, objective information
- Built on Sun's extensive knowledgebase and depth of expertise

Comprehensive Support

- Focuses on people, processes, and products, not just systems
- Delivers both preventive and reactive support services, so you avoid unplanned outages and recover quickly from incidents that do occur
- Includes consulting, training, and support services
- Leverages the expertise and experience of Sun professionals

Simplified Administration

- One contract covering Sun products throughout your entire site
- One key point of contact
- One price

Rewards for Sustained Improvement

- Financial incentives for achieving and maintaining a healthier IT environment
- Lower total support costs and downtime expense over time

Prevention is Better than Cure

Chances are good that you know your cholesterol level. That you monitor your weight closely. That you track your exercise regimen. Why do you do it? Because you know it's important to identify, measure, mitigate, and manage any risk to your health and longevity.

Now there is a simple way to apply this same concept to your IT infrastructure—and take advantage of financial incentives to prevent and manage risks rather than simply restore systems.

Sun Preventive Services transforms IT service delivery by focusing on prevention first. We help you assess, measure, and mitigate risk in your IT environment—so you can focus on managing your risk and improving operational performance.

Preventive Service *and* Responsive Support

When you purchase Sun Preventive Services, we assess your entire IT environment—including people, processes, and products—to expose risks that could lead to unplanned outages and expensive repairs. We help you expose leading risk indicators so that you can make informed decisions about how to mitigate and manage your risk. And we work closely with your IT staff, giving them the benefit of Sun's knowledge assets, best practices, and methodologies—honing their skills and maximizing their effectiveness.

At the same time, Sun Preventive Services gives you access to a full complement of support services that are tailored to your

environment and delivered by experts, so when incidents do occur you can restore full functionality quickly.

Comprehensive Support Just Got Simple

With Sun Preventive Services, you can maintain your target service levels today and cut total support costs substantially over time, because we reward your improved health with discounted services. And since we cover your entire site of Sun products with one contract, with one key contact, at one price, you can simplify support administration. Bottom line: you can make the leap from crisis management to health management.

The end of business as usual. The beginning of a holistic, integrated approach to service.

Compelling Economics

In the “do more with less” era, IT management needs a better way to articulate the value of IT investments.

Traditional measures such as return on investment (ROI), total cost of ownership (TCO), and system availability are no longer adequate, because they provide only a one-dimensional view of the IT lifecycle. By the time you run the numbers, downtime has already occurred and your ability to act on the information is long past.

Sun Preventive Services delivers a fresh alternative based on multi-dimensional economics. We look at the entire IT lifecycle and all of the people, process, and product issues that impact operational performance. We establish objective measures of risk for every major component. This gives you visibility into future performance, not just past performance. It gives you the information you need to mitigate and manage your risk. Now you can quickly determine which risks require remedial action and which are acceptable. You can decide what level of investment is justified to mitigate a particular risk. You can predict and manage outcomes rather than simply react to them. You’re in control.

And the economic benefits of Sun Preventive Services reduce your long-term service costs by providing discounts for achieving and maintaining good health.

Phased Delivery for Maximum Efficiency

Sun Preventive Services provides a customized blend of consulting, training, and support services. You and Sun work as a team to optimize your KPIs using a variety of services that are delivered by Sun experts in two phases: “Get It Right,” and “Keep It Right.”

Phase One: Get It Right

This phase starts with a comprehensive assessment of the people, processes, and products that impact your IT performance. Sun uses its knowledge, experience, and an always up-to-date database of specific risk factors to expose potential risks in your environment. We also identify gaps in your operational infrastructure through exhaustive assessments of factors such as IT skills, system availability, security, environmental, and data center processes.

Based on the assessed risk, we establish baseline KPIs and work with you to determine target values for improvement. We create a mitigation plan covering people, processes, and products; and we work closely with your IT staff to implement the plan. For example, if skill gaps were identified during the assessments, Sun can provide the needed training through hands-on, instructor-led courses or through Web-based, interactive curriculum, depending on your needs. Or if our consultants identified security vulnerabilities in your mission-critical systems, corrective measures could be recommended and acted upon.

In short, we combine innovative technologies, deep expertise, and a wealth of hands-on experience to help you “get it right” so you can manage and mitigate risk.

Phase Two: Keep It Right

Once you’ve sustained the mutually agreed upon KPIs for 90 days, you have the option of moving to the Keep It Right phase. In this phase, you receive a price discount for ongoing risk management services. Sun helps you sustain the mutually agreed upon KPIs by

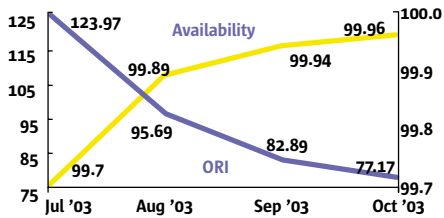
continually assessing your environment and providing the appropriate services to measure and mitigate risk, including reactive support. Sun's objective is to help you manage risk and lower your support costs on an ongoing basis—to "keep it right" so you can steadily improve your business performance.

Real-World Results

With beta customers and in Sun's own environment, Sun Preventive Services has helped improve system availability, decrease the number of incidents, and reduce the number of planned and unplanned outages. These results will vary based on your unique environment and business needs.

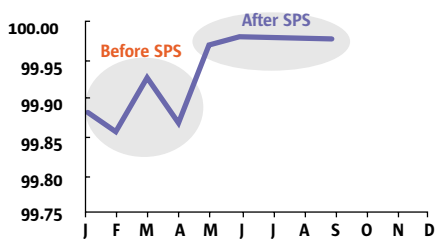
Managed Risk

This graph demonstrates how a European telecommunications company improved its overall service level availability by managing risk, as measured by ORI.



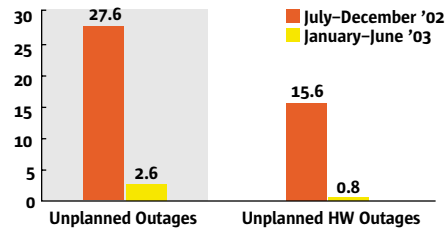
Improved Availability

Before using Sun Preventive Services, this customer's portfolio of 7,000 systems had high variability in its aggregate availability and did not meet service-level expectations. After using Sun Preventive Services, the customer reduced variability and exceeded target service levels.



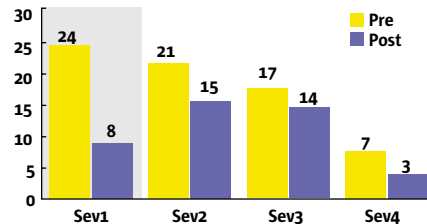
Fewer Outages

This graph shows the total percent of unplanned outages for a technology company. With Sun Preventive Services, Sun accounted outages were decreased from 27 percent of total customer outages to a little more than two percent of total customer outages and less than one percent of hardware outages.



Fewer Incidents

In a six-month period of measurement, Sun Preventive Services helped this auto manufacturer reduce Severity One incidents by 67 percent, and incidents in other categories decreased as well.



Key Performance Indicators

You make decisions about what to eat, how much to exercise, and which medications to take based on several factors, including objective measurements and the advice of experts. Sun Preventive Services introduces the same concept to IT management with key performance indicators (KPIs) that measure IT risk factors. Among them:

- **Operational Risk Index (ORI)**—A weighted average of potential system risks that could impact operational performance. By monitoring ORI, you can compare your operational risk against your own past performance, against similar companies in your industry, or against your target levels. You can determine and maintain an acceptable level of operational risk.
- **Availability**—A measure of the ability of a component or IT service to perform its required function at a stated instant or over a stated period of time.

- **Skills Index**—A measurement of operational risk based on the aggregate skill levels of your IT staff.
- **Process Index**—A measure of operational risks based on the use of industry best practices and procedures in the data center.
- **Severity One Incidents**—The total number of Severity One incidents per month compared with the average number of Severity One incidents per month prior to Sun Preventive Services.

With Sun Preventive Services, you choose which indicators are most relevant and impactful to your business and collaborate with Sun to determine target values. Then you leverage Sun’s services to help manage your risk, not just to fix problems.

Here’s to Your Health

If you’re interested in improving the health of your IT environment, cutting the expense and disruption of unplanned outages, and reducing your long-term service costs, Sun Preventive Services is the holistic, integrated, cost-efficient solution for you. Sun will help you assess, measure, mitigate, and manage your risk—so you can focus on competing, not computing.

For More Information
 Contact your local Sun sales representative today or log on to sun.com/service/preventive to learn more about what Sun Preventive Services can do for your business.

Specific features and service availability may not be available in all regions. For more information on service availability or for specific contract terms, contact your local Sun Sales Representative.

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