



SERVICES FOR THE SUN™ ONE PLATFORM

THE EXPERTISE TO TURN CHANGE TO YOUR ADVANTAGE

KEY HIGHLIGHTS

- A complete suite of services to help your organization implement a Sun ONE architecture quickly, correctly, and cost-effectively
- The ability to build your vision of a services on demand architecture—at your own pace, while leveraging existing resources
- Access to the expertise of Sun consultants, technical education specialists, and proactive support professionals
- Higher employee productivity through anytime, anywhere learning solutions to help your current staff work smarter and faster
- Industry leading technology experts for Java™ technologies, iPlanet™ products, and other eSolutions
- Software, systems, and database support available through the Sun Vendor Integration Program (SunVIP™)
- Proactive services to help streamline business operations and improve efficiencies for reduced TCO of your IT infrastructure

Managing Change Effectively

When economic conditions, business goals, and IT resources are all in a state of flux, you need more than the ability to manage change—you need the ability to transform change into business advantage. The question is, how do you build and deploy an architecture that opens up new possibilities without locking you into proprietary technology? How do you optimize productivity while minimizing costs? How do you integrate legacy technology without sacrificing previous investments? And how do you get it right the first time, getting to market faster at a reasonable cost?

Sun has the answers. The Sun™ Open Net Environment (Sun ONE) combines the software vision, architecture, platform, and expertise you need to deliver services on demand. And with Sun's services for the Sun ONE platform, you can leverage Sun's industry-leading expertise to implement a Sun ONE architecture—quickly, correctly, and cost-effectively.

Innovate with Confidence

Sun's consulting, technical education, and proactive support experts can help you architect, implement, and manage a future-savvy Sun ONE infrastructure that enables you to take advantage of the latest technology—from virtually any source—today and tomorrow. We have the expertise to help you leverage your current technology-investments as you build a more open, flexible architecture, at your own pace and with minimal disruption to your existing business practices. And we can help you achieve your vision of services on demand, optimizing quality of service (QoS) and minimizing total cost of ownership (TCO) at the same time.

The new Sun ONE service suite is a comprehensive set of services specifically designed to help you successfully integrate and deploy a Sun ONE architecture to support the delivery of your services on demand. By leveraging the core competencies of Sun experts, you can gain the right guidance to implement a Sun ONE architecture strategy—providing you with sustained business growth—helping you to achieve operational efficiencies to deliver new network services faster.

Sun also offers a new Sun ONE consulting specialty that gives you access to experts who are specifically qualified to help you architect, implement, and manage the various components of the Sun ONE platform and key third-party products and technologies.

Additionally, Sun ONE Skills Packages and Sun's end-to-end, anytime, anywhere learning solutions can help your people work smarter, faster, and more effectively—for higher productivity.

And, finally, you can achieve interoperability success through Sun's integrated multi-vendor support program (SunVIP), and maximize the performance of your Sun ONE platform with Sun's comprehensive hardware and software support programs.

With Sun's services for the Sun ONE architecture, you can position your company for sustained business advantage through an unprecedented level of business agility.

FOR THE CXO, IT'S ALL ABOUT AGILITY

The ability to adapt, react, and quickly deploy new services is key to creating sustained business advantage today. And your technology architecture may be the key to those capabilities. Yet legacy architectures simply were not designed to leverage the Web or the services on demand model, and typically are not flexible enough to adapt quickly to changing market conditions. Sun's comprehensive suite of services enable you to leverage our expertise in designing and implementing the Sun ONE platform, and help your business to:

- Cut costs through streamlined business operations
- Improve productivity by helping existing staff to work smarter
- Use technology to stay relevant and ahead of the competition

“Sun understood our IP-based services better than the other vendors. The Sun ONE strategy mapped very closely with our key objectives.”

*Mohamed Roslan Sallehuddin —
Head of iCOMMS Division, Telekom Malaysia*



Cut Costs

Mergers, acquisitions, and industry consolidations have resulted in overlap, redundant resources, and steadily increasing complexity. Sun's services for the Sun ONE platform help you cut costs the right way—without losing essential services, disrupting business operations, or eliminating critical staff. Sun's services for Sun ONE help you cut costs through:

- Proven best practices and methodologies to build an architecture that improves efficiency and streamlines operations
- Maximizing your existing IT infrastructure investments by determining how to leverage what you already have
- Cost-effective, anytime, anywhere Sun ONE technical education solutions that can help shorten learning cycles

Improve Productivity

The Sun ONE architecture helps diverse platforms interoperate, decreasing the administrative burden. Sun's services for the Sun ONE platform can further increase productivity through:

- Architecting and delivering solutions that provide more secure access to information from virtually any device, any place, any time
- Helping your staff architect and deploy solutions based on Java technology, iPlanet software, and other Sun ONE platform core products that increase development and administrative efficiency
- Helping you build an optimally skilled IT organization through targeted learning solutions
- Enabling you to assess, build, and certify the skills of IT professionals, establishing a standard for specific job roles
- Streamlining problem resolution on interoperability issues with SunVIP

Use Technology for Business Gain

The Sun ONE platform helps you transform the complexity and uncertainty of change into new opportunities and competitive advantages. Specifically:

- Sun specializes in designing and deploying Sun ONE platforms with massive scalability, reliability, and availability for customers who want to map their business strategy with a technology roadmap
- Sun can help you implement an architecture that is platform-neutral, in order to help avoid vendor lock-in on technologies and some of the corresponding cost increases
- Sun can help you build an optimally skilled IT organization by aligning IT services with business goals for improved business results
- Sun can help you stay current and optimize systems with proactive support services such as remote system monitoring, software updates, and account management services

FOR THE IT EXECUTIVE MANAGER: THE RIGHT ARCHITECTURE — RIGHT FROM THE START

Investing wisely in an architectural plan today will position your company to harness the opportunities of the economic turnaround tomorrow. Sun's services for the Sun ONE platform can help ensure that as you develop your future-ready architecture, you can:

- Build it once for maximum time-to-value and cost-efficiency
- Integrate it once by using industry-standard protocols and APIs
- Scale it for the future through inherently scalable hardware and software platforms
- Improve productivity by helping your staff work smarter and reducing service-level downtime

Build It Once

No business can afford to rearchitect or redesign business practices in order to create and deploy new network services. Sun's services for the Sun ONE platform can help you to build services once and deploy them quickly—leveraging your existing assets and processes. Sun helps you:

- Utilize industry-standard products and technologies for increased interoperability and to avoid vendor lock-in
- Leverage field-proven best practices and methodologies for a cost-efficient and effective implementation
- Deploy the latest Sun technologies quickly and correctly through end-to-end learning solutions

Integrate It Once

Sun's services for the Sun ONE platform can help you take full advantage of our expertise in integrating an open-standards-based architecture that integrates legacy IT assets with newer technologies. We'll help you gain a competitive edge by:

- Enabling multiple platforms to interoperate through the use of open standards such as Java technology APIs for XML; Web service standards such as SOAP, UDDI, and WSDL; and core infrastructure standards such as LDAP, SSL, and HTTP
- Leveraging Sun's blueprints, reference architectures, methodologies, and reusable code to expedite the development and deployment of an architecture that delivers higher QoS and business agility

- Harnessing the expertise of iForceSM partners to deliver projects from business strategy to architecture design to the deployment and management of the Sun ONE platform solution
- Learning how to ease integration complexities through extensive training curriculum on key Web technologies such as Java technologies, the Solaris OE, iPlanet products, and Forte tools—for improved business results

Scale It For the Future

Unpredictable spikes in demand for network services create a pressing need for a massively scalable infrastructure. Sun's services can help you optimize the inherent scalability of the Sun hardware platform and the Solaris OE to maximize the scalability of your architecture. Sun helps you:

- Design scalability into your architecture from the outset
- Stay fully trained on Sun's latest technologies through comprehensive end-to-end learning solutions that encompass consulting, training curriculum and professional certification programs—for competitive advantage
- Monitor systems so you can be ready to scale when the time is right

Improve Productivity

Sun's services for the Sun ONE platform can help your IT staff become more confident and productive as they work within the Sun ONE architecture. Sun consultants, education and support specialists can help:

- Architect and deliver solutions providing more secure access to information from virtually any device, any place, any time.
- Increase the skill levels of your staff through knowledge transfer from Sun's expert consultants and on-site specialists
- Reduce learning cycles and increase productivity through cost-effective Sun ONE Skills Packages, learning paths and the Sun Web Learning Center
- Leverage SunSpectrumSM support services to help keep your mission-critical systems up and running at peak efficiency
- Simplify and expedite problem resolution through the integrated software support capabilities of the SunVIP program, available with SunSpectrum PlatinumSM and SunSpectrum GoldSM support

Why Sun?

Sun is uniquely qualified to address your support requirements because of its proven expertise, its long track record of product and service excellence, and its end-to-end services suite specifically designed for the Sun ONE platform.

Unlike many technology suppliers, Sun offers comprehensive service and support to help ensure that your implementation works correctly today and keeps running at peak performance tomorrow. We offer you the combined experience and expertise of:

- Sun consultants, who provide a leading source of expert IT consulting and platform integration services
- Sun education and training professionals—leading providers of world-class technical training; industry-recognized professional certification programs; organization enhancing education consulting services; and feature-rich and highly scalable learning management systems.
- Sun support specialists, who handle the support and maintenance requirements of hundreds of thousands of systems in critical environments throughout the world

Take the Next Step

Sun's services for the Sun ONE platform helps architect, implement, and manage an architecture that delivers maximum agility for sustained business advantage. So get the details. Visit www.sun.com/service or contact your local Sun sales representative today. And profit from our experience.

WORLDWIDE HEADQUARTERS SUN MICROSYSTEMS, INC., 901 SAN ANTONIO ROAD, PALO ALTO, CA 94303-4900 USA
PHONE: 1-650 960-1300 OR 1-800-555-9SUN INTERNET: www.sun.com/service



SALES OFFICES

ARGENTINA: 54-1-4317-5600 • AUCKLAND: 64 9 976 6800 • AUSTRALIA: 61-2-9844-5000 • AUSTRIA: 43-1-60563-0 • BEIJING: 86-10-6803-5588 • BELGIUM: 32-02-704-8000 • BRAZIL: 55-11-5187-2100 • CANADA: 905-477-6745 • CHENGDU: 86-28-619-9333
CHILE: 56-2-372-4500 • COLOMBIA: 571-629-2323 • COMMONWEALTH OF INDEPENDENT STATES: 7-502-935-8411 • CZECH REPUBLIC: 420-2-33 00 93 11 • DELHI: 91-11-6207622 • DENMARK: 45 4556 5000 • ESTONIA: 372-6-308-900 • EGYPT: 202 570 9442
FINLAND: 358-9-525-561 • FRANCE: 33-01-30-67-50-00 • GERMANY: 49-89-46008-0 • GREECE: 30-1-6188111 • GUANGZHOU: 86-20-8755-5900 • HONG KONG: 852-2202-6688 • HUNGARY: 36-1-202-4415 • ICELAND: 354-563-3010 • INDIA: 91-80-229-8989
IRELAND: 353-1-8055-666 • ISRAEL: 972-9-971 0500 • ITALY: 39-039-6055250 • JAPAN: 81-3-5717-5020 • KAZAKHSTAN: 7-3272-581 810 • KOREA: 822-2193-5114 • LATVIA: 371-750-37-00 • LITHUANIA: 370-729-8468 • LUXEMBOURG: 352-49 11 33 1
MALAYSIA: 603-2116-1888 • MEXICO: 52-5-258-6100 • MUMBAI: 91-22-2075133 • NETHERLANDS: 31-33-451-5000 • NORWAY: 47-23-36-96-00 • POLAND: 48-22-8747800 • PORTUGAL: 351-1-413 40 00 • RUSSIA: 7-502-935-8411 • SHANGHAI: 86-21-6466-1228
SINGAPORE: 65 438 1888 • SLOVAK REPUBLIC: 421-7-522 94 85 • SOUTH AFRICA: 27-11-256-6300 • SPAIN: 34-91-596-9900 • SWEDEN: 46-8-623-90-00 • SWITZERLAND: 41-1-908-9000 • TAIWAN: 886-2-8732-9933 • THAILAND: 662-344-6888 • TURKEY: 90-212-236 3300
UNITED ARAB EMIRATES: 971-4-366-6333 • UNITED KINGDOM: 44-1252-420000 • UNITED STATES: 1-800-872-4786 OR 1-650-960-1300 • VENEZUELA: 58-2-905-3800 • WELLINGTON: 64 4 462 0780

take it to the nth

SUNTM

©2001 Sun Microsystems, Inc. All rights reserved. Sun, the Sun logo, Sun Microsystems, Java, J2EE, J2ME, Solaris Operating Environment, SunSpectrum, SunSpectrum Gold, SunSpectrum Platinum, and SunVIP are trademarks or registered trademarks of Sun Microsystems, Inc. in the United States and other countries. The tasks and deliverables as well as the availability of each service may vary by geography and individual engagement. For service details and applicable conditions, please refer to Sun's relevant statement of work or consult your local Sun Microsystems representative. UNIX is a registered trademark in the United States and other countries, exclusively licensed through X/Open Company, Ltd. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. in the US and other countries. Products bearing SPARC trademarks are based upon an architecture developed by Sun Microsystems, Inc.

LC7.1 Printed in USA 10/01 DE1545-0 (BWD)