



Original Equipment Manufacturer (OEM) Services Program

Globalized and Ready to Serve you.



We understand that you're working in an ever-changing marketplace that demands a responsive, flexible service program. And we know you need a partner that makes it easy to access the tools, offerings and resources you need to add value to your solution, lower service costs and boost customer satisfaction.

Sun's OEM Services Program is designed specifically to cater to your evolving needs. We've made it easy to do business with us with an enhanced set of offerings, plus an expanded global sales engagement and delivery model. That means that, anywhere you are around the world, you will have one point of contact and the peace of mind of knowing we can deliver to remote areas—to support your existing or emerging market opportunities.

The OEM Services Program extends far beyond traditional break-fix services by offering the specialized services you need—wherever you are in your solution life cycle. We can partner with you during your development, integration and deployment phases to help you quickly respond to the growing demands of your end customers and create competitive advantages for your business.

EXPANDED OFFERINGS TO MEET YOUR NEEDS

Sun has expanded its OEM services offerings, sales engagement model and delivery

organization to offer you a wide range of tools and resources—wherever you are in your solution life cycle:

- SunSpectrum™ Support for OEMs
- Integrated development and production software support
- Customized software support with OEM-specific technical program office
- Integrated product support
- Remote monitoring and management
- Dedicated OEM services sales force
- Dedicated OEM Teleweb
- Global OEM services business office
- Global quote, book and invoice system
- Dedicated OEM global services delivery manager
- Fast-track call flow
- Leading technical expertise of highly trained, experienced support engineers
- Access to exclusive technical resources including Sun knowledgebase and remote diagnostic tools
- Enhanced indirect country spares availability and on-site services

Highlights

- Scale your service delivery capabilities by supplementing them with Sun's support service expertise
- Improve the speed and accuracy of your Help Desk operation and enjoy a rapid return on your Sun Services investment, through more efficient access to and leveraging of Sun's technical expertise
- Increase ability to respond to emerging market opportunities
- Expand your business model by leveraging Sun's service and support capabilities—now expanded to include board-level support
- Experience a dedicated global sales team and simplified booking process

SunSpectrumSM Support for OEMs

OEM System Service Plans

Integrated hardware and Solaris OS coverage

OEM System Service Plans help resolve technical issues quickly and effectively so your customers can keep their systems running smoothly and meet demands for availability. With four levels of service to choose from, you can get the support you need for your unique requirements.

Features	Platinum Service Plan	Gold Service Plan	Silver Service Plan	Bronze Service Plan
Hardware Service Coverage	24/7 2hr On-site Service	12/5 4hr On-site Service ¹	9/5 4hr On-site Service	Replacement parts 2nd business day
Telephone and Online Technical Support	24/7 First available engineer	24/7 First available engineer	12/5 First available engineer	9/5 4hr Response
Sun Vendor Integration Program (SunVIP) Interoperability Support	YES	YES	NO	NO
Knowledgebase Access	YES	YES	YES	YES
Solaris [®] Updates	YES	YES	YES	YES
Sun Alerts and Notifications	YES	YES	YES	YES
SunSpectrum [™] eLearning Library	YES	YES	YES	YES
System Health Check Subscription	YES	NO	NO	NO

- Availability of specific features, coverage hours, and response times may vary by location, product, or service level.
- Response times are determined by customer defined priority. the response times shown are for service requests designated by the customer as "Priority 1."
- To receive the best support, Sun recommends that customers install Sun Net Connect software on SPARC[®] based systems. This software creates a secure customer-controlled link to the Sun Solution Center which helps enable expedited Solaris OS troubleshooting, remote diagnostics, and a number of customer-enabled altering and reporting functions.

¹ Option to extend to 24/7, 4hr on-site service.

OEM Hardware Service Plans

The new OEM Hardware Services Plans are aligned with today's System Service Plans' levels of service and on-site response offerings, which will allow you to purchase the level of support necessary for your hardware-specific needs.

Features	Platinum Service Plan	Gold Service Plan	Silver Service Plan	Next Business Day Service Plan	Parts Replacement Service Plan
Hardware Service Coverage	24/7 2hr On-site Service	24/7 4hr On-site Service	9/5 4hr On-site Service	9/5 Next Business Day	Replacement Parts 2nd Business Day
Telephone and Online Technical Support	24/7 First Available Engineer	24/7 First Available Engineer	12/5 First Available Engineer	9/5 First Available Engineer	24/7 First Available Engineer
Additional Services or Knowledgebase Access	OSC, SunSolve	OSC, SunSolve	OSC, SunSolve	OSC, SunSolve	OSC, SunSolve

- Availability of specific features, coverage hours, and response times may vary by location, product, or service level.
- Response times are determined by customer defined priority. the response times shown are for service requests designated by the customer as "Priority 1."

OEM Software Service Plans

The Sun OEM Software Service Plans deliver the support you need for your global customers. Our highly trained, experienced support engineers are available to help you resolve development and production issues with your Sun software.

Software support is flexible: Depending on your needs, you can choose from 24/7 or 12/5 telephone assistance. Enhancement releases, patches, and maintenance releases help you stay up to date on the latest software. And with the Software Service Plus plans, you get access to an Assigned Technical Account Manager (ATAM) who acts as a single point of contact, providing relationship-based service. In addition, Sun can customize your software service to include an OEM-specific technical program office—a team of engineers, technically knowledgeable in key OEM product areas and geographically located to meet customer response requirements. This technical program office will serve as the initial point of contact for all software support issues and will either resolve the issue directly or manage resolution through the escalation process.

Features	Production Support	Integrated Development and Production Support			
	Premium Service Plan	Premium Plus Service Plan	Standard Plus Service Plan	Premium Service Pack	Standard Service Pack
Sales Model	Systems Based	Project Based ¹	Project Based ¹	Project Based ¹	Project Based ¹
Number of Incidents	Unlimited	Unlimited	Unlimited	15	15
Telephone Assistance	24/7	24/7	12/5	24/7	12/5
Telephone Response	P1 – First available engineer, P2 – 2 Hours, P3 – 4 Hours	P1 – First available engineer, P2 – 2 Hours, P3 – 4 Hours	P1 - 4 Hours, P2 - 8 Hours, P3 - 24 Hours	P1 – First available engineer, P2 – 2 Hours, P3 – 4 Hours	P1 - 4 Hours, P2 - 8 Hours, P3 - 24 Hours
Assigned Technical Account Manager (ATAM)	NO	YES	YES	NO	NO
Web-Based Incident Submission and Tracking	YES	YES	YES	YES	YES
Enhancement Releases, Patches, and Maintenance Releases	YES	YES ²	YES ²	YES ²	YES ²
SunSolve™ knowledgebase	YES	YES	YES	YES	YES

• Availability of specific features, coverage hours, and response times may vary by location, product, or service level.

¹ Development and Production Support plans are sold on per-project basis. A Project is defined as a single product development activity within an OEM organization which develops or supports at least one product line or one component technology. A product line is a family of products of similar functionality sold into similar markets, differing only in capacity or form factor.

² Solaris major release upgrades not included and must be purchased separately.

Education Services

Sun's portfolio of learning solutions can help you work smarter, whether it's Java technology, the Solaris Operating System or web services.

In addition, participants in the Sun OEM Services Program can take advantage of Sun's instructor-led training, CD-ROM training and education consulting services. Sun experts have deep knowledge and real-world experience with every aspect of architecting, implementing, and managing network computing environments, and can provide support in everything from skills assessment to systems integration services.

Participants in the Sun OEM Services Program are also entitled to Educational Service Credits.

Sun will designate and deliver a set of educational services designed to improve employee technical competency during each 12-month period your contract is in effect. Each such set must be used within that 12-month period. These services will focus on understanding unique skills, assessing learning needs, and delivery of blended learning solutions that meet the identified needs. The services delivered may include any service from Sun's complete education portfolio. The amount of credits will be equal to 2% of your annual contract value – not to exceed \$50,000 per 12-month period.

Integrated Product Support

While Sun products may form the basis of your OEM solution, Sun also understands that these products are frequently integrated with products from Third Party Product (TPP)

suppliers. In cases where Sun performs the integration, Sun will develop, where possible, a support model for these integrated products which will enable service to be delivered equally against both Sun and non-Sun components.

Remote Monitoring and Management

Sun's Management Services program offers a comprehensive, fully-integrated suite of reactive and proactive remote capabilities, including:

- Business process monitoring
- Asset management
- Capacity management
- Incident management
- Patch management
- Security management
- Application management

Sun's management services program is heterogeneous and 100% location agnostic, providing support for multiple computing environments and hardware platforms, as well as custom applications.

Moreover, Sun recognizes that the OEM business model requires a collaborative approach to delivery. Management services may be end-user managed, OEM managed or Sun managed. In other words, an OEM can deploy service offerings from a Sun Connection server located at an OEM site, either in co-operation with Sun or stand alone.

Sun takes security seriously. Ensuring security is not simply a matter of deploying technology, but is an equal mix of people, process and technology. To help ensure harmony between these three areas, Sun Managed Services adopted the IT Infrastructure Library (ITIL). These proven processes have been embedded into the core of Sun Managed Services for more than five years. And Sun only collects information key to the delivery of services, such as performance, event alarms and machine configurations and avoids situations where private or classified information might be collected.

Sun's management services will enable you to reduce your customers' IT operating costs, while improving service levels, increasing system availability, enhancing security and managing change.

Dedicated Sales Experts

Sun has expanded its OEM sales engagement model across the globe to make sure your unique needs are met with the most appropriate and effective services. Global Service Sales Account Managers will be dedicated to specific OEMs, each operating as the services expert for that business. They can assist you with high

level support design and pricing discussions, driving simplification through processes and communication.

Backing these Global Service Sales Account Managers will be a TeleAccounts infrastructure dedicated to our OEMs. This global team will engage in the renewals of OEM services contracts following the pricing and delivery terms agreed by the Global Service Sales Account Managers. They will also provide services quotations for new systems, service query support, warranty definitions and upgrade details and act as an escalation point for capturing and tracking service sales escalations.

All of these services sales managers will work hand in hand with our service delivery experts to design service solutions and provide input for the design of your future service investments.

Streamlined Service Delivery

Sun has modified its OEM service delivery organization to enhance call flow, improve the availability of spares, ensure appropriate training and certification, and hasten on-site response around the globe. Some of what we're implementing includes:

- **Global OEM Support Delivery and Development Manager**

Sun has appointed a Global OEM Support Delivery and Development Manager – responsible for driving all elements of service delivery, tracking and improving the performance of OEM service delivery within Sun, as well as ensuring the ongoing development of service capabilities is in line with the requirements of the OEM market.

- **Fast Track Call Flow**

Through dedicated OEM processes and management, your calls will be routed directly to senior engineers, ensuring the

Learn more.

To learn more about the Sun OEM Services Program contact your Sun sales representative or OEM authorized reseller, or visit sun.com/oem.

right level of expertise is brought to bear on your issues. In addition, if you choose to do so, an Assigned Technical Account Manager, or team of managers, will provide a dedicated resource with in-depth knowledge of your development environment, offering a key link between development and production support.

- **Indirect Country Spares and On-site Response**

By building on and enhancing existing programs, models and procedures have been developed to improve spares availability in line with your requirements—around the globe. In addition, Sun will continue the geographic expansion and enhanced technical certification of its partner delivery network in indirect countries, and remains prepared to dispatch additional resources to respond to critical outages where local resources are not available on a timely basis.

- **Training/Certification**

Custom course developers and trainers will develop educational material specific to your products and integrated builds, and ensure that Sun engineers, delivery partners and OEM technical personnel are appropriately trained and certified.