

# Sun<sup>SM</sup> Modular Datacenter Suite of Services

Speed implementation and get the most out of your investment in Sun technology



## Highlights

- End-to-end support for the world's first virtualized datacenter optimized for energy, space, and performance efficiency
- Expertise, proven methodologies, and best practices for rapid deployment and faster ROI
- Maximum systems flexibility to help prevent vendor lock-in
- Flexible service options:
  - Project management services
  - Assessment and architecture services
  - Installation and implementation services
  - Remote monitoring
  - Support services
  - Training



Designed for rapid deployment by enterprises that need to quickly add heterogeneous datacenter capacity with the flexibility to move it as business needs change, the Sun<sup>™</sup> Modular Datacenter (Sun MD) is the world's first virtualized datacenter. The Sun MD platform is a modular, self-contained unit that radically improves time to deployment, increases flexibility and mobility, and enables higher-density, more efficient computing. It embodies Sun's end-to-end systems approach to help you overcome today's greatest IT challenges: managing growth, reducing cost, and increasing systems flexibility. And to simplify the deployment and management of this innovative datacenter, the Sun MD Suite of Services can facilitate architecture design, implementation, support, and management of its systems, software, and applications.

### Leverage Sun Services expertise throughout your project lifecycle

The Sun MD Suite of Services provides you with end-to-end support—from project management, assessments, and integration to ongoing monitoring and technical support for your business-critical environment. And because Sun expertise helps speed your implementation, your business can achieve faster return on investment while meeting short- and long-term business needs.

### Project management services

Sun offers project management services that can help you complete a major datacenter addition on time, within budget, and with the least amount of disruption to your business.

You get a single point of contact to coordinate activities and provide communication between you and the various Sun and partner teams deployed for delivery and installation of the Sun MD platform.

Sun utilizes best practices and methodologies that help reduce risk, manage change, and speed deployment. Project management services deliver more predictable results, improve manageability, and help increase service levels, reliability, and availability. Upon completion of the implementation project, ongoing operations can be handled by Sun Managed Services or turned over to your IT staff.

### **Assessment and architecture services**

Having a clear roadmap is critical to the success of your project. Sun's assessment and architecture services can properly prepare your site and help you build an architecture and configuration plan that supports your datacenter applications for the long term.

Sun service experts begin with an in-depth assessment of your physical site, reviewing and documenting factors such as roadway access requirements, adequacy of electrical capacity, power protection equipment and chilled water system, and site levelness and strength. The assessment includes a report that provides key recommendations and information needed for scheduling and budgeting. Site preparation services follow through with the required actions, helping keep your implementation time to a minimum.

Architecture services convert your business requirements into a technical offering that meets performance and capacity specifications, as well as availability and scalability metrics, and can be deployed in the Sun MD platform. Service experts leverage years of experience and take advantage of reference architectures and blueprints to speed design and implementation time. The resulting architecture provides the robustness and flexibility to meet your needs today and in the future.

### **Installation and implementation services**

You want to get your Sun MD set up quickly and correctly, the first time. Sun's installation and implementation services help you get up and running as soon as possible, while avoiding disruptions that could cost you time, money, and business. Depending on your needs, you can choose from options that range from a turnkey solution preinstalled at the factory to an empty Sun MD platform, ready for your own onsite customization.

Whatever you decide, Sun Services can help you optimize Sun MD platform functionality, utilization, and integration. The methodologies we employ have been carefully honed and time-tested in thousands of datacenter environments, which means you benefit from a streamlined implementation process that allows you to quickly leverage your investment.

### **Remote monitoring**

Based on an ITIL-based framework, monitoring and management services help you maximize availability. With a focus on the predictive management of applications, infrastructure, networks, and security systems, Sun's remote monitoring gives you a single point of contact for all Sun and third-party products installed in your Sun MD platform. We also monitor the environmental systems on the platform itself to help prevent problems.

You can take advantage of highly skilled Sun engineers who act as a valuable extension of your IT staff—not a replacement. Drawing on expertise in application, network, and security engineering, as well as database and systems administration, our engineers deliver world-class operations management at a fraction of the cost of hiring the same resources internally.

### **Support services**

To help maximize uptime, Sun offers preventive support by qualified personnel who understand the specific requirements of the innovative Sun MD platform. You can also benefit from Sun's 20+ years of experience in providing industry-leading IT infrastructure technical support to help you meet your availability requirements.

Sun offers service plans for systems, storage, software, and the enterprise that focus on delivering proven expertise and responsive, consistent service quality. With features that range from hardware service coverage and telephone and online technical support to site-based support programs, you can choose from scalable levels of support, tailored to your uptime and budgetary needs.

### **Training**

Sun offers a portfolio of learning products that help you reduce complexity and optimize your investment. These offerings help ensure that your staff is properly skilled and certified in the use of Sun and third-party products. For those customers interested in a self-maintainer option for the Sun MD platform, a customized training plan can be created to meet your specific requirements.

“The Sun Customer Ready program saved us several weeks of work. Instead of the servers arriving in 500 cartons, which we would have had to deal with, they were pre-installed, configured and tested, ready for power, cooling, and networking.”

**Chuck Boeheim**

Assistant director of computing,  
Stanford Linear Accelerator Center (SLAC)

## Sun MD Suite of Services: Benefits at a glance

Benefit	How it Works
Faster time to deploy	Sun Services can help you achieve a faster return on investment from your Sun MD platform by helping you deploy and integrate the Sun MD platform into the IT network of your datacenter operations — quickly and effectively. A typical time from arrival onsite to an operational datacenter can be as little as two weeks when Sun Services is assisting you every step of the way.
Peace of mind	Experience confidence in predictable results by leveraging Sun's team of service experts. With deep technology expertise, proven best practices and methodologies, and global experience from previous customer deployments, Sun Services helps reduce time, cost, and risk through built-in quality assurance for your engagement.
Reduced complexity and risk	Sun reduces the complexity of building out your datacenter by providing the infrastructure prebuilt at the factory. Integrating your systems based on Sun and third-party products before they're shipped improves the quality of early-life operation by weeding out issues in the factory. And with the addition of Sun Services help onsite, your unique location will get the focus needed to finalize the implementation.
Improved availability	Lights out management helps you predict, identify, and diagnose possible performance issues, system failures, and environmental problems remotely and proactively. Hands-on diagnostic and/or troubleshooting activities inside the Sun MD platform can be kept to a minimum, helping reduce cost and increase safety. If a problem does require onsite support, Sun can help with service plans that deliver proven expertise and responsive, consistent service quality.
Choice and flexibility	With Sun Services, you're in control. You have the flexibility to choose exactly which parts of your Sun MD platform and IT infrastructure you want Sun consultants and partners to design and manage. From preparing your site, architecting the IT infrastructure to meet your business requirements, installing the factory-built solution onsite, and then managing it as a fully operational lights-out datacenter, you can work with Sun to build a solution that meets your specific needs. With Sun Services, you get just the services you want — and nothing that you don't.

### A full range of services to meet your unique needs

In addition to specific services for the Sun MD platform, Sun has an entire portfolio of services that can help you get the most out of your investment. For example, you may benefit from typical support and remote monitoring services for the payload, which comprises the servers and networking systems that go inside racks in the Sun MD platform. Sun's IT infrastructure services and best practices, such as business continuity and disaster recovery planning services, high performance computing reference architectures, and datacenter design blueprints, can help you meet your business-level requirements.

### Why Sun Services?

Whatever your needs, we work with you to develop a solution that delivers measurable, bottom-line results. Sun teams with partners to provide innovative, open, next-generation offerings, that not only deliver integrated, results-oriented solutions, but also help prevent problems before they impact your business.

The foundation of our comprehensive solutions include consulting, proactive technical support offerings, and training that meets your specific business needs. We can help you optimize service levels, reduce your operating costs, and minimize risk.

### Take the next step

To learn more about the features and benefits of the Sun MD Suite of Services, contact your Sun Sales Representative or Sun Authorized Reseller or visit: [www.sun.com/service/sunmd/](http://www.sun.com/service/sunmd/)

## Sun MD Suite of Services: Embedded, recommended, and optional offerings

Sun MD Suite of Services	Embedded Included in the price of the product	Recommended Highly recommended for a successful project	Optional Optional depending on customer requirements
Sun MD Site Assessment Service		X	
Sun MD Site Preparation Service		X	
Sun MD Site Inspection Service			X
Sun MD Project Management Service		X	
Sun MD Architecture Service		X	
Sun MD Customer Ready System (CRS) Factory Configure and Build		X	
Sun MD Installation Service	X		
Sun MD Monitoring and Incident Management		X	
Sun MD One-Year, Next-Business-Day Warranty	X		
Sun Hardware Service Plan for Sun MD Platform		X	
Sun MD Essentials Training Course		X	

The above table lists the services in the Sun MD Suite of Services and whether they are embedded, recommended, or optional. In addition to these services, customers may benefit from other services in the Sun Services portfolio.

