

# Sun<sup>SM</sup> Services for Sun Blade<sup>TM</sup> Modular Systems

The right combination of technology and services for your business



Sun<sup>SM</sup> Services gives you global access to world-class methodologies, tools, and support that enable you to get the most out of your Sun Blade<sup>TM</sup> 6000, 6048, 8000, and 8000 P modular systems. Our comprehensive portfolio of road-tested professional, management, support, and learning services helps you build, support, and transform your datacenter, so you can achieve your business objectives with ease.

## Highlights

- **Competitive edge** – Help optimize the performance of your Sun Blade modular systems and gain a competitive advantage for your business
- **Efficiency** – Reduce costs and management complexity with quick and accurate system deployments that can lower total cost of ownership (TCO) for a faster return on investment (ROI)
- **Heterogeneity** – One-stop shopping for blade support that covers any combination of SPARC<sup>®</sup>, AMD Opteron<sup>™</sup>, and Intel<sup>®</sup> Xeon<sup>®</sup> processor-based modular systems running on the Solaris<sup>™</sup> OS, Microsoft Windows, or Linux
- **Cost effectiveness** – Lower your support costs by as much as 84 percent with innovative, chassis-based support that's priced less than purchasing the hardware and services separately
- **Extra savings** – Save even more with Sun System Packs, which deliver more value by combining your Sun Blade modular system and our most popular services in one offering
- **Knowledge** — Give your staff the skills they need to manage, protect, and optimize your environment with Sun training, education consulting, and certification



### **BUILD a scalable IT infrastructure**

Today, you're faced with the challenge of reducing costs, improving efficiencies, and scaling economically—even if you're dealing with a less-than-optimal IT environment. Sun's assessment, design, and implementation services can help you consolidate server workloads, migrate your applications and data to a new environment, install hardware quickly and efficiently, and build interfaces to other systems.

So whether your organization is growing or consolidating, Sun has the knowledge, technology expertise, proven methodologies, and successful track record to help you build a scalable blades infrastructure that can serve your present needs and scale to meet future requirements.

### **Sun's Enterprise Consolidation Services**

Free up valuable space and decrease power, heating, and cooling costs in your datacenter by consolidating applications onto fewer, more scalable Sun Blade modular systems. Sun can

show you the financial, operational, technical, and organizational benefits of server consolidation for your datacenter. Our consultants guide you through all phases of your consolidation project, from assessment and analysis to design and implementation.

### **Sun Performance Analysis and Capacity Planning Services**

Sun Performance Analysis and Capacity Planning Services provide you with an evaluation of your present server environment and a growth management plan so you can forecast future hardware requirements. Sun consultants work with you to identify consolidation opportunities and show you ways to improve the performance of your Sun Blade modular systems using your existing hardware. You receive a plan designed to help you meet future business requirements and accommodate expansion.

### Sun Eco Services Suite

The Sun Eco Services Suite is a complete portfolio of services designed to establish a baseline for existing conditions, identify areas of improvement, and provide plans for optimizing the environmental conditions of your datacenter. From initial assessments to ongoing monitoring, you can choose from flexible offerings that provide a technical evaluation of environmental factors, such as energy usage, cooling capacity, and air distribution, that can impact both your operational costs and service-level agreements.

### Sun's Migration Services

Migrating to a Sun platform that includes Sun Blade modular systems can help you improve IT efficiency and service delivery. Our migration experts and trusted partners use proven methodologies and tools to help minimize the time, risk, and costs of migration. You can smoothly transition to a stable hardware platform while staying focused on your core business.

### Sun's Enterprise Installation Services

One of the primary causes of system failure during the early stages of the product lifecycle is improper installation and configuration. Enterprise Installation Services help you expedite system deployment and provide a solid foundation for enhanced stability and performance. Our experienced engineers help set up your Sun Blade modular systems correctly and quickly at the optimal level right from the start.

### Sun Application Readiness Service

The Sun Application Readiness Service helps you reduce risk, lower total cost of ownership, and expedite time to production by ensuring that your Sun Blade modular systems are properly configured prior to application loading and deployment. The service includes an assessment of your current environment, predeployment configuration and testing, implementation and postdeployment testing, and development of a custom Sun i-Runbook Service. You can also choose from optional modules to assist with Solaris 10 OS deployment for the design and configuration of your backup client, data space,

### Recognized service excellence

Sun is the first network infrastructure solutions vendor to be certified under the prestigious J.D. Power and Associates Certified Technology Service and Support Program<sup>SM</sup> for "An Outstanding Customer Service Experience." This achievement is a testament to the skills of the Sun Services team and their dedication to delivering outstanding support to our customers.\*

\*Source: J.D. Power and Associates, October 2007, J.D. Power and Associates Certified Technology Service and Support Program, developed in conjunction with SSPA. For more information, visit [jdpower.com](http://jdpower.com) or [thesspa.com](http://thesspa.com).



### Award-winning support

We strive to deliver responsive, consistent service quality that can help you increase efficiencies, improve availability, and resolve issues faster. Sun Service Plans provide heterogeneous blade support that covers any combination of SPARC, AMD Opteron, and Intel Xeon processor-based Sun Blade 6000, 6048, 8000, or 8000 P modular systems running on the Solaris OS, Microsoft Windows, or Linux. You can lower your support costs by as much as 84 percent with innovative, chassis-based support that's priced less than purchasing server and blade support separately.

Solaris ZFS, Solaris Containers, and provisioning platform.

### Sun Cluster Implementation Service

Implementing Solaris Cluster software on your Sun Blade modular systems extends the high-availability features of the Solaris 10 OS by establishing up to 16 redundant computers, or nodes. If a node fails, one or more nodes continue to provide service, virtually eliminating the possibility of server, storage, network, interconnect, operating system, or an application as the cause of failure for your application, service, or database. Sun engineers design and test your Solaris Cluster environment to meet your unique requirements and help ensure that it functions correctly before deployment.

### Sun Customer Ready program

Your Sun Blade modular system can also be built and configured in one of Sun's award-winning, ISO-certified factories, saving you time, money, and hassle. You receive a high-performance system that's ready to use upon delivery—servers racked, cables labeled, applications loaded, clusters implemented, and everything integrated, factory-tested, and ready to run. Choose from Sun's architected systems or have us build to your specifications using Sun's

extensive range of server, storage, and software products combined with industry-leading applications and hardware from our partner community.

### Sun Refresh Service

Sun Refresh Service is an innovative system subscription service that helps you maintain a competitive advantage by automatically refreshing server modules with the latest, fastest, and most efficient technology. Achieve higher throughput and improve performance by up to 40 percent year after year with the same data-center space, power, and cooling infrastructure.

### Sun Connection services

Sun Connection is a multiplatform IT infrastructure management platform for integrating and automating management of thousands of heterogeneous systems as a single system. From one centralized location, you can apply patches and manage updates and configuration changes on your Sun Blade modular systems and thousands of heterogeneous systems for multiple Solaris, Red Hat, and SUSE environments. Connect to Sun for faster, more efficient service and collaboration, and reduce the amount of time your system administrators need to spend updating and provisioning systems.

“Sun Professional Services has played a critical part in the successful launch of our new Web site. They have served as a trusted partner through all phases of the project.”

**Bob Rapp**

Vice President and Chief Information Officer,  
Frontier Airlines

“There’s no doubt that when you buy something from Sun, it does exactly what Sun says it will do. I can’t imagine trying to run an IT environment without relying on Sun’s Enterprise Consolidation program.”

**David Hamilton**

Chief Information Officer, Scottish Water

“Working with Sun Services helps lower our infrastructure TCO because Sun already knows how to optimize our core applications—Oracle, PeopleSoft, and Domino—on its systems. That minimizes our in-house staffing and training requirements and helps cover our gaps in IT resources in a cost-efficient manner.”

**Todd Wahay**

Senior Systems Administrator, Nova Scotia Power, Inc.

“With Sun at our side, we know that our growth path will benefit from Sun’s innovation and commitment to service.”

**Ron Bonig**

Executive Director of Technology Operations,  
The George Washington University

“Our partnership with Sun Managed Operations Services allows us to focus on growing our business and maximizing customer service efforts while Sun handles our day-to-day IT operations.”

**Bill Kirkland**

President, Logistics Computer Services, Inc.

“By taking an all-encompassing approach, Sun provided better value than the other vendors, which were more narrow in scope. So, we gained the benefit of the total Sun solution, with storage as well as servers, software, services and support to back up our business objectives.”

**Brian Baldwin**

Manager of Information Systems, Enerplus  
Resources Fund

“We have someone from Sun Services in here at least once a month, looking at what we’ve got, where we’re going, understanding our applications, understanding the load. They’re helping us make sure that we have the right servers, the right storage and the right solutions to take millions of listeners beyond AM and FM, to the limitless world of XM.”

**Frank Patry**

Vice President of IT, XM Satellite Radio Inc.

### Sun System Monitoring and Sun Incident Response Packages

Manage your Sun Blade modular systems with services that are simple to buy and use. Sun System Monitoring and Sun Incident Response Packages provide remote monitoring and remediation services that help increase system availability and reduce operational costs and complexity. You pick the level of service you need at a fixed price, making it easy for you to budget and maximize the use of Sun products in your IT environment.

### SunSpectrum™ SUPPORT

SunSpectrum™ Support delivers integrated hardware and software support for your Sun Blade modular systems, firmware support for your storage systems, operating system-specific support, and support options for your production software—all in one service plan. Our award-winning support extends beyond traditional “break-fix” services with features such as hardware service coverage, online and telephone technical support, interoperability support, Solaris releases and updates, and access to self-help and monitoring tools that allow you to address potential problems, often before they occur.

### Sun System Packs

Sun can help you reduce acquisition costs and maximize IT value with Sun System Packs, which combine the Sun Blade modular system and the right services at a lower price than that of the individual components purchased separately. With Sun System Packs, there are no hidden costs—each one offers clear pricing and delivers higher-value services than a traditional warranty plan, allowing you to choose features such as enhanced service coverage, automatic operating system updates, and training credits from a simple, flexible menu.

### TRANSFORM your infrastructure to meet today’s demands

Unlike other vendors that monitor only certain components within your operation, Sun provides a comprehensive approach with 24x7 monitoring of your hardware, storage, operating system, network, and applications. Based on your needs, we provide a designated team of account managers and engineers who collaborate with you to understand your specific environment and develop scalable, adaptable service solutions that can transform your IT infrastructure and keep your blades running at peak performance.

### Sun i-Runbook Service

The Sun i-Runbook Service provides an online directory of procedures, mission-critical processes, and best practices to help your operations personnel, system administrators, and IT managers better understand and manage your Sun Blade modular systems and third-party hardware and software. This service provides your IT team with the vital information they need to help prevent errors, solve problems more quickly and efficiently, and adopt preferred practices.

### Sun Interim Operations Management

Sun Interim Operations Management is a flexible, short-term, customized service that helps reduce the risks associated with adopting new datacenter technologies. During major upgrades or technology refreshes, Sun technical experts and highly experienced consultants manage the day-to-day operation of your Sun Blade modular systems and reinforce your datacenter staff’s ability to manage the new environment. When the engagement ends, Sun transitions operations to the datacenter management option of your choice.

**Sun Learning Services**

Sun offers a variety of training opportunities that can help you achieve trouble-free administration of your Sun Blade 6000, 6048, 8000, or 8000 P modular system:

- Solaris 10 OS training helps ensure that your team has the right operating system administration skills. When deploying the Sun Blade 6000 or 8000 modular system on the Solaris platform, your IT staff may need training on upgrading to the Solaris 10 OS. If you plan to migrate from other x64 hardware, your staff can learn how to perform equivalent tasks on the Solaris 10 OS through our UNIX® or Linux system administration migration training.
- Sun offers a wide range of targeted IT training and learning strategies to help you design, staff, train, and manage your IT organization. With our educational consulting services, you can train your organization on the application of best practices and team-based methodologies, helping you get the most out of your technology investments.

- Sun certification adds a valuable, market-recognized stamp of approval on IT skills and provides you with the peace of mind that your datacenter operation is in good hands. By attaining a Solaris OS certification from Sun, your staff can validate that they have the expertise and technical know-how needed to support your modular systems.

**Why Sun Services?**

Sun Services can help you get the most out of your investment in Sun Blade modular systems. Whether you're using Sun technology only or running a heterogeneous environment, Sun provides you with global access to world-class methodologies, tools, and support. Our services can help you build, support, and transform your business through the right combination of technology, knowledge, process, and partnerships.

**Learn More**

Contact your Sun representative today to see how Sun Services can help you get the most out of your Sun Blades Modular System, or visit [sun.com/blades/services](http://sun.com/blades/services) for more information.

**Sun's breakthrough modular architecture**

Sun Blade modular systems deliver the best of both worlds: the performance, price, and flexibility of rackmount servers and the serviceability and efficiency of blade servers. Industry-standard-based I/O and a standardized system management model enable transparent integration into existing datacenter environments.

Chassis	Server Modules
Sun Blade 6000 Modular System	Sun Blade X6220 Server Module Sun Blade X6250 Server Module Sun Blade T6300 Server Module Sun Blade T6320 Server Module
Sun Blade 6048 Modular System	Sun Blade X6220 Server Module Sun Blade X6250 Server Module Sun Blade T6300 Server Module Sun Blade T6320 Server Module
Sun Blade 8000 Modular System	Sun Blade X8440 Server Module
Sun Blade 8000 P Modular System	Sun Blade X8440 Server Module

