

SunSM Streaming System Services

Experts work to optimize performance and protect your investment.



In both established and emerging markets, Network Equipment Providers (NEPs) and service providers are being challenged to rapidly deliver new revenue-generating personalized services at the lowest cost per subscriber. In established markets, where revenues from the traditional voice or video are stable or declining, new revenue must be generated primarily through the delivery of new information and entertainment-based services over wireline and wireless networks. In emerging markets, where consumers may never have had telephone service before, the challenge is delivering voice and video services at a low-cost to fast-growing subscriber populations that historically may have been too small to service economically.

To this new landscape, Sun™ Streaming System offers breakthrough economics for video streaming and caching—from the first subscriber to the millionth and from rural to metropolis subscriber densities. Sun combines a wide range of enterprise class servers, storage, flash, and optical switching with numerous IP Television (IPTV) partners to offer integrated, flexible, end-to-end solutions. A common software framework means that customers never have to suffer through a major new integration as they grow and expand.

To further optimize the Sun Streaming System's performance and deployment, Sun offers a full array of expert services to help providers successfully and quickly customize, deploy, integrate, and test the system for high availability and peak operations. Once the Sun Streaming System is up and running, businesses can depend on Sun for technical and product support, training, consulting, and development services to help protect their investment and advance their expertise.

Installation

One of the primary causes of system failure during the early stages of the product lifecycle is improper installation and configuration. Expect a virtually risk-free and successful deployment with onsite installation, testing, and set-up by a Sun Professional Services engineer or a trained, certified Sun partner.

Sun Customer Ready program services

Help reduce deployment time by up to 90 percent and post-deployment issues by up to 80 percent by having your Sun Streaming System integrated and configured to your exact specifications before shipment. Since your system arrives ready for implementation, you and your team can stay focused on critical projects instead of worrying about installation, compatibility, and testing issues. Some of the services available with the Sun Customer Ready program include:

- **Engineering design and validation services** – Prevent problems before they occur by having Sun engineers review your solution for scalability, availability, reliability, manageability, testability, and readiness for installation. Includes architectural and design recommendations, a detailed platform design, build prototype, acceptance and testing criteria, and management of certification processes.
- **Factory integration services** – Help minimize downtime by having Sun integrate your Sun Streaming System prior to shipment. Includes complete setup, ordering of components, factory assembly and installation, configuration, and testing in accordance with customer specifications.

Highlights

- Help reduce deployment time by up to 90 percent and post-deployment issues by up to 80 percent
- Prevent problems before they occur
- Increase your competitive edge by working toward higher availability goals
- Let IT staff stay focused on critical projects
- Help optimize system performance and expedite return on investment (ROI)

- **Materials services** – Save hours of time by having Sun be your one-stop shop for all purchasing needs, including third-party vendor products. Sun manages all the vendors and consolidates everything during factory integration to help reduce project lead time and better synergy amongst all parts of the solution.

For more information on all services available through the Sun Customer Ready program, please visit the Sun web site at sun.com/servers/cr/services.jsp.

Sun Software Services plan

Help maximize your software investment, giving you access to the support you need when and if problems arise. With a Sun Software Services plan, you will receive online and phone support directly from experienced support engineers so your problems will be resolved more quickly. For more information on Sun Software Services plans, please visit the Sun Web site at sun.com/service/serviceplans/software/overview.xml

SunSpectrum™ Service plan

Strive to achieve high availability and minimal downtime of your Sun Streaming System with a SunSpectrum™ Service plan. Options include same-business-day support, 24/7 support with a 4-hour response time, and 24/7 support with a 2-hour response time so you can choose the plan that best meets your needs.

Services for OEM partners

Sun supports OEM partners with a full range of service plans that cover a variety of needs. Choices include plans with support for hardware only, software only, and hardware plus OS coverage. Sun recommends the SunReady™ Production services plan for OEM partners who need support for production software. Or, we offer integrated development and production software support, which includes both for one annual fee.

Since one of the primary causes of system failure is incorrect installation and configuration, Sun also offers OEM partners free membership in its Enterprise Installation Service program. Members receive all up-to-date builds, the latest technical and product information, alert notices, and access to documentation and best practices information for “Sun-standard” installations.

Learn More
For more information about Sun Streaming System Services, go to sun.com/streamingsystem.

Training

Sun offers courses and certification programs in the following areas to help end-user customers and OEM partners maximize the Sun Streaming System’s flexible architecture:

- Developing Java™ applications for television
- Extending the open platform — server side
- System administration and integration
- Business models for advanced services

Both OEM partners and end-user customers can earn education credits by taking advantage of workshops and training courses available through Sun Learning Services.

Sun Streaming Systems services help optimize and enhance opportunities

Today’s service providers face growing competition for subscriber revenue. The Sun Streaming System video delivery platform helps operators deploy new revenue-generating services more economically and faster to capture new opportunities. Sun supports and enhances the Sun Streaming System with a full suite of services that cover the entire solution lifecycle. Businesses can help optimize their Sun Streaming System when they take advantage of these services — whether purchasing a fully integrated, factory-ready system built to specifications, consulting Sun experts to assist in design and development, utilizing the product’s warranties, or leveraging of any of Sun’s other service offerings.

Sun Streaming System Server Platforms

Server	Recommended Services
Sun Fire™ X4950 Streaming Switch Sun Fire X4150 Server Sun Fire X4100 Server Sun Fire X4600 Server	<ul style="list-style-type: none"> • Installation Service • Sun Customer Ready Program Services • Sun Software Service Plan • SunSpectrum Service Plan
Sun Netra™ ATCA Blade Servers	<p>Services for OEM Partners</p> <ul style="list-style-type: none"> • Hardware Support • Software Support
Sun StorageTek™ 2520 SAS Disk Array Sun Fire X4500	<ul style="list-style-type: none"> • Hardware plus Operating System Support • SunReady Production Service Plan • Integrated Development and Production Software Support • Sun Learning Services

