



Enterprise Service Plan

One contract. One price.
One easy way to do business with Sun.



To help ease the difficulty of datacenter management, Sun[™] Services offers the SunSpectrum[™] Enterprise Service Plan, a comprehensive portfolio of services that can be custom assembled to meet your IT requirements. This site-based program combines a standard, base-level of support with optional service modules to create a flexible, semi-custom contract. Built on the foundation of 24x7x365 hardware and Solaris[™] Operating System (OS) support, which includes online and telephone support, on-site support (with customer-defined response levels), quarterly true up's, and replacement parts, the SunSpectrum Enterprise Service Plan provides the simplicity and ease of a single contract with a single price.

Highlights

Simplify datacenter management:

- Customize a support contract tailored to your specific needs with new, fee-based services
- Gain simplified service contract administration and entitlement with a site-based SunSpectrum[™] Enterprise Service Plan support agreement
- Receive detailed systems management information on-demand with Sun[™] System Analysis
- Set customer-defined on-site response levels
- Maintain your systems with an optional hardware-only support plan

Support tailored to your environment

Recognizing that each datacenter is unique, and that you need only those services that make sense for your business, a SunSpectrum Enterprise Service Plan contract offers you the flexibility to add optional service modules. Sun Services can customize a contract specific to your needs by adding features such as time to restore, a site-resident system administrator or personnel, on-site managed spares, single point of contact, disk retention, multi-vendor support, preventive services, Solaris Everywhere, Sun[™] xVM Ops Center, Veritas Storage Foundation, remote management, and back up and restore.

Base Features

The foundation of the SunSpectrum Enterprise Service Plan is built with:

- Sun hardware support
- Solaris OS support
- A single site-based support contract
- A single site-based custom price
- Customer-defined, onsite response levels
- Sun[™] System Analysis
- Sun Learning Services (two percent of annual contract value allocation)
- Add/Delete and Quarterly True Up process

Optional Service Modules

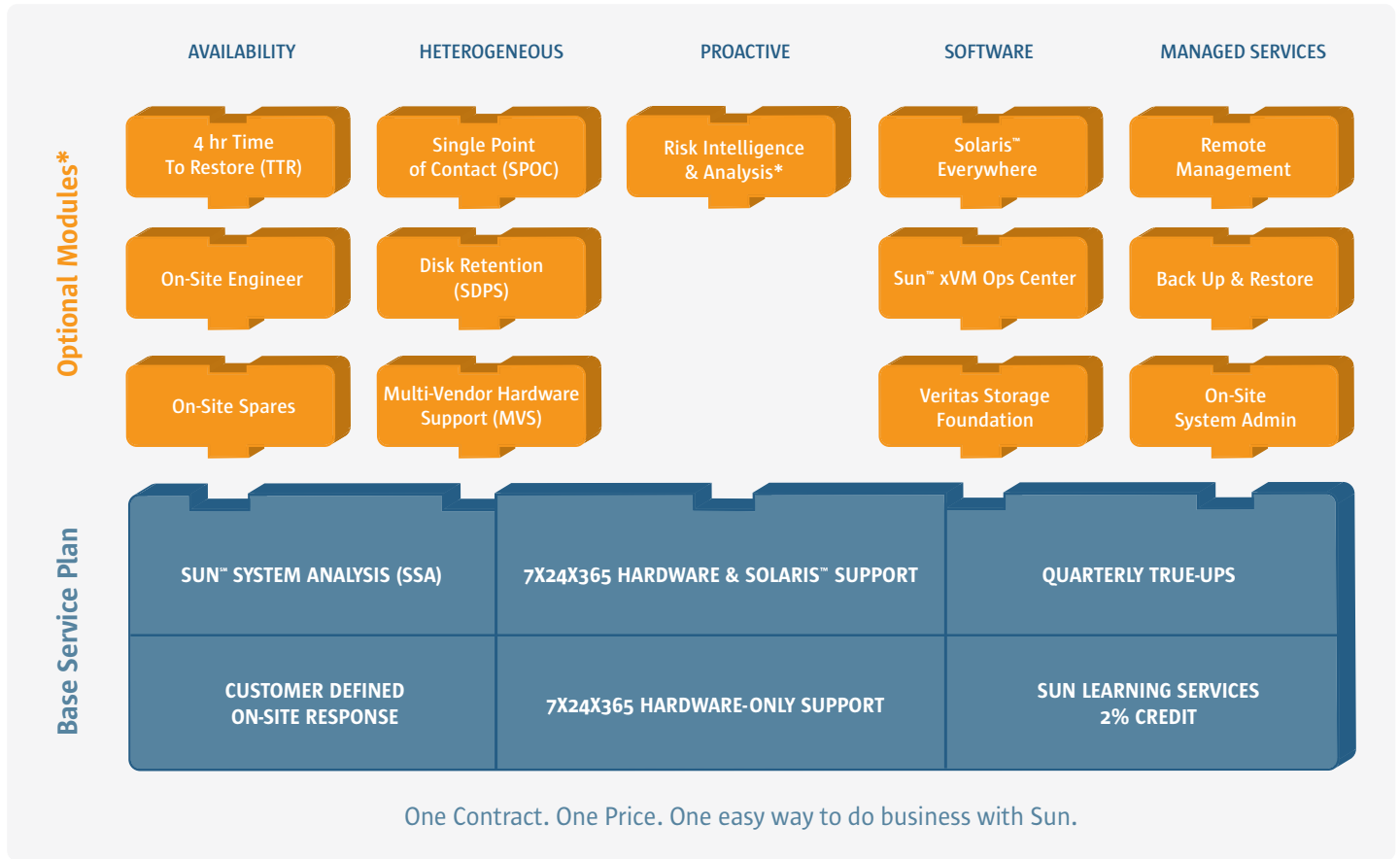
Architect a customized solution with these service modules:

- Time To Restore (4 hour)
- Site Resident Personnel
- Onsite Managed Spares
- Single Point of Contact
- Disk Retention Service
- Multi-Vendor Support
- Preventive Services
- Solaris Everywhere
- Sun xVM Ops Center
- Veritas Storage Foundation
- Remote Management
- Back Up & Restore
- Site Resident System Administrator

SunSpectrum Enterprise Service Plan requirements

The minimum system requirement is 100 systems per site. Program pricing may be adjusted based on quarterly asset surveys.

A Modular Offering – SunSpectrum™ Enterprise Service Plan



* Modules subject to local availability

Why SunSpectrum Support?

When you choose SunSpectrum Support, you get more than the typical service relationship. With one overarching support agreement, Sun provides you with virtually everything you need:

- Integrated hardware and operating system support for your systems
- Hardware and firmware support for your data storage
- Operating system-specific coverage
- Options for your production system software

You maintain control by selecting the precise level of service you need for individual system performance. As you move up to higher level plans and additional services in the SunSpectrum Enterprise Service Plan, the coverage hours broaden, response time commitments quicken, and issue escalation is accelerated, easing the management of your datacenter and keeping you in control of the precise service commitments needed to meet your specific business requirements.

Take the next step

For more information about the benefits of a SunSpectrum Enterprise Service Plan, contact your Sun sales representative, authorized reseller, or visit: sun.com/service/serviceplans