

# Sun<sup>SM</sup> Enterprise Installation Services

Optimize your system reliability and performance



## Highlights

- Proactive planning to get you ready for installation fast and effectively
- Comprehensive installation, based on Sun expertise and best practices, helps get your systems up and running quickly so you can achieve a rapid return on investment (ROI)
- Proven, standardized installation methodology helps enable consistent, high-quality installations that provide the foundation for system reliability, availability, and serviceability — right from the start
- The latest patches and updates enhance system stability and performance
- Cost-effective system installation is performed by experienced engineers for a simple, fixed price



Proper installation of your hardware and software is critical to optimizing your system performance. Let the experts help ensure you get the most out of your investment. With Sun Enterprise Installation Services, you receive the comprehensive installation and configuration services you need to help speed time to deployment and optimize your system for ongoing stability and performance — right from the start.

### Proven methodology and experience

With Sun Enterprise Installation Services, Sun and our partners deliver a consistent, cost-effective set of services worldwide. You benefit from best practices and tools that can be applied consistently across all installations. Backed by a proven, standardized installation methodology, our skilled engineers deliver successful, high-quality system start-ups. Our Sun Enterprise Installation Services methodology combines a unique set of deliverables, documentation, checklists, and specialized tools in a way that applies discipline to the technical and complex tasks associated with system installations. We have established best practices to guide our engineers through the most efficient and effective way to perform installations.

### Streamline your installation with Sun knowledge and skills

Sun engineers have the latest and greatest information, processes, and patches available at their fingertips. This not only saves you time and effort, but it also helps ensure that your systems are installed with a stable operating environment based on the knowledge and experience of Sun experts.

By leveraging our expertise, you can streamline system installation and receive a highly reliable system start-up. With Sun Enterprise Installation Services, we can concentrate on doing what we know best while you stay focused on your business.

## Sun Enterprise Installation Services Methodology Key Deliverables

### Proactive Planning

In this phase, upon purchase of installation, Sun automatically begins the planning process and starts entitlement for you, so there are no delays in getting your system, storage, or software installed as soon after product arrival as possible. We also identify a dedicated customer contact and work with you to agree on a specific project plan. This helps set clear expectations up front, with regard to roles and responsibilities, timing, and resources. With better planning, Sun can help you get up and running fast and effectively. Specific activities include:

- Plan and confirm schedule and resource requirements with customer

### Site Audit

Each installation starts with an audit to review your environment and needs. We review system setup requirements and identify potential risks. These activities can help minimize downtime caused by environmental issues. Specific activities include:

- Review and document current environment, and identify gaps between current and recommended environmental states

### System Installation Specification

Highly trained engineers share best practices and work with you to create a detailed specification on how the system(s) will be configured. We also help transform your business requirements into systems parameters. By leveraging our expertise and innovative technologies, you can optimize your system capabilities, performance, and reliability. Specific activities include:

- Plan and confirm system setup requirements with customer
- Confirm customer acceptance criteria (for verification testing)

### Statement of Installation

During this phase, we confirm specifications and agree on the system installation and configuration. This helps ensure that what's planned is what gets installed, and that the end result meets your expectations. Specific activities include:

- Verify completion of pre-installation tasks
- Verify supported configuration
- Implement change control methodology to alert all parties to specification modifications

### Installation and Customization of Hardware and Software

At this point, we install and configure hardware and software according to documented processes and procedures. This helps reduce deployment time and maximize system uptime. Specific activities include:

- Review packing list to ensure all components are present
- Engineers use the Sun global installation methodology to help ensure systems are installed and configured in a consistent, high-quality manner

### Installation Verification

When everything has been installed according to plan, we check to make sure the system works and is optimized for performance. This helps ensure that the system is configured the way that it should be configured, according to best practices and the agreed-upon installation plan. Specific activities include:

- Installers will use installation validation tools and address any reported deficiency
- Run all required tests according to previously defined acceptance criteria

### Take the next step

For more information on how Sun Enterprise Installation Services can meet your needs, contact your Sun sales representative or Sun authorized reseller or visit: [www.sun.com/service/install](http://www.sun.com/service/install)

### System Turnover

Once you are satisfied that the system has been installed and configured correctly, we will provide you with a set of documentation referencing the work performed and the state of the system at the time of turnover. This provides you with the initial, optimal system state, so that you can employ change control practices to manage future changes.

- Installation review and customer acceptance
- Provide system reference documentation detailing the installation

With the standardized Sun Enterprise Installation Services methodology and tools, you can experience:

- Reduced technology adoption risk
- Consistent installations
- Streamlined system deployment

