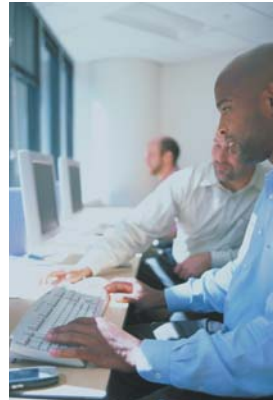


Sun Manageability Services

Ensuring Availability or Running It for You



Key Highlights

Sun manageability service experts enable you to optimize your IT operations by increasing availability, mitigating risk, decreasing unplanned outages and maximizing operational efficiencies. We use an innovative multisourcing model to build the most appropriate solution for you, and rely on proven methodologies and programs to do so.

Benefits include:

- Improves service level performance, including availability, quality of service, and responsiveness
- Speeds time to market to help generate revenue
- Enables you to spend fewer resources maintaining legacy systems
- Provides the right balance between insourcing and outsourcing
- Offers flexible pricing models
- Mitigates risk through proactive approach to IT management

The Sun portfolio of offerings ranges from customer-enabled (self-help) services, to hardware and software support, to proactive and managed services, depending on your needs. The offerings include:

- Service Plans
- Site Support
- SunSM Preventive Services
- Sun Managed Services

“The technical infrastructure offered by Sun and BlueStar Solutions is the best available. Because it is so reliable, I’m free to focus on IT issues that can increase our company’s return on investment.”

– Arlene Danielson, Information Manager, Akzo Nobel Surfactants America

Managing your IT environment to bring optimal value to the business is challenging in today’s world of reduced budgets, increasing security risks and compliance issues, and customers who demand the highest service levels. You need a flexible IT management solution that enables you to cut costs and speed time to market while increasing quality of service to your constituents.

To help you manage mission-critical services in heterogeneous IT environments, Sun developed manageability services. We offer deep expertise and services to help you optimize your environment.

Flexible Offerings that Keep you in Control

Our portfolio of IT infrastructure management capabilities helps you address your mission-critical tasks. Our offerings blend custom tailoring and IT management, while allowing you to outsource as much—or as little—of your IT operations as makes sense for your business. The result? Greater flexibility, control, and quality of service.

Our approach is based on core Sun market propositions: we invest in innovation and reusable technology so you benefit from reduced cost and complexity. We deliver results through a combination of IT service improvement, managed services, tools, and flexible business models, supported by best practices. We can help you improve availability and give you the ability to grow your business and IT workload without increasing IT operational costs.

Leverage a flexible IT management solution that enables you to speed time to market while increasing quality of service.

Sun Manageability Offerings Help you Gain Competitive Advantage

Sun manageability services include a suite of offerings that provide a flexible IT management solution to meet your unique business needs. The offerings include:

- **Service Plans**—Our SunSpectrumSM service plans provide the basic, system-level maintenance, support, and upgrades you need to get the most out of your Sun systems. No need to purchase hardware service, operating system support, operating system upgrades, and self-help resources separately. With SunSpectrum service plans, you get all of these essential services for one monthly price. Simply pick the plan with the coverage and response times that are appropriate for each system. For software, Sun also offers a choice of service plans to suit your needs. Our broad array of support and training services includes sophisticated remote support capabilities, skills certifications, quick-start installation services, and much more.

Key benefits include:

- Improved quality of service through priority support, expert assistance, and committed service response (or repair) times, as well as ongoing access to resources and software to help you proactively manage your systems.
- Increased efficiency by helping your IT staff to be better-equipped, fully-supported and more efficient. You have access to the most current information and help when and where you need it, with less paperwork, less waiting, and less time spent troubleshooting issues.
- Predictable, easy-to-budget software and services costs through all-inclusive service plans for a fixed monthly price. Sun maintenance and self-help resources help you take better care of your systems—extending their life and your return on investment.
- **Site Support**—A program that delivers higher value and convenience for large data centers. This site-based agreement provides site-resident resources, on-site spares, services, and tools to optimize system performance and simplify support contract administration.

Key benefits include:

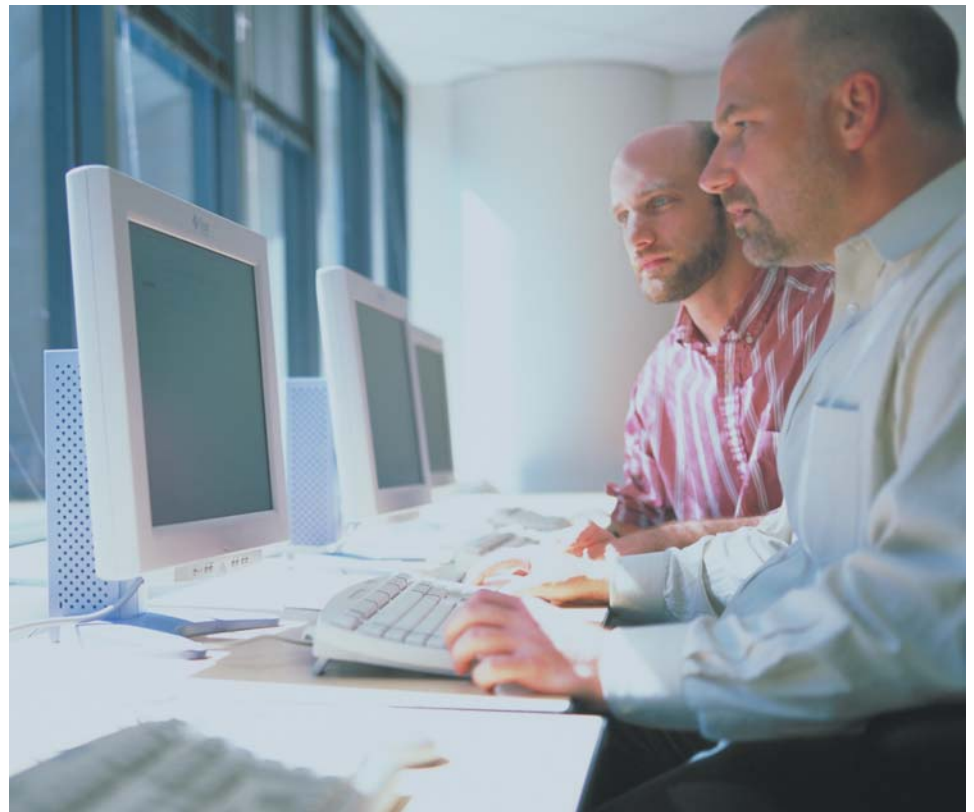
- Increased availability and decreased response time through Sun on-site management
- Enhanced relationship with Sun through a Service Account Manager
- Reduced administration costs from a single site contract for all Sun hardware and software
- Mission-critical support for all Sun equipment
- Increased ease of doing business

- **Preventive Services**— Proactive service offerings that provide a shared risk, shared reward approach to maximizing data center operations by exposing, mitigating, and managing risk. Sun Preventive Services provides a holistic approach to managing people, process, and product—resulting in outcomes that service the customer, not just the infrastructure. Sun Preventive Services rewards you for realizing and sustaining improved data center health with financial incentives that can reduce long-term service subscription costs. By leveraging the predictive nature of Sun Preventive Services, these benefits become a reality.

Key benefits include:

- Reduced variability and unscheduled events through managing leading indicators of risk
- Long-term recurring service subscription cost savings through meeting targeted improvements
- Increased availability, decreased unplanned outages, and maximized operational efficiencies
- Demonstrated improvements based on proven methodologies and Sun technology
- Improved data center operations and availability while retaining architectural control, choice, and oversight
- Simplified business operations through subscription-based network services

- **Managed Services**—Sun Managed Services reduces operating costs and risk through flexible, transitional, and longer-term IT management services. These services—delivered by Sun and its proven network of iForce partners to deliver additional functions—allow customers to maintain flexibility, choice and control, unlike typical outsourcing engagements. Sun manages



just what the customer wants managed, for how long they want it managed. Customers maintain control of their IT infrastructure and strategic operations staff. Unlike other managed services providers, Sun Managed Services uses the SunToneSM Service Management Framework, including Sun Preventive Services methodologies and Sigma-based service level agreement (SLA) design and management systems to deliver the highest possible service levels at the lowest operating cost and risk.

Key benefits include:

- Ability to maintain choice, flexibility, and control by retaining IT assets and staff
- Best practices in data center assessment, design, and operations
- Proven methodologies based on IT Infrastructure Library and SunTone program

- Comprehensive service to support and manage a multi-vendor and heterogeneous environment
- Single point of contact and accountability reduces management complexity and enhances business relationship
- Improved system availability through innovative service automation technologies

Key service offerings include:

- Site Operations Management
- SLA for Managed Services
- Interim Operations Management (IOM)
- Managed Security Services
- Managed Storage Services
- Site Support

Sun Offers Procurement Choices

In addition to our range of services, Sun offers you flexible business models with our Sun Utility Computing pay-per-use procurement option.

- *Sun Utility Computing* — A pay-per-use model that provides just the right amount of computing power needed, when it is needed, requiring no large capital outlay, and employing the latest, most up-to-date hardware, software and services. Sun defines utility computing as intelligently matching IT resources to business demand on a pay-for-use basis. Our unique utility computing methodology is based on three key strategies: optimized infrastructure, utility management technologies, and a partner-oriented business model.

Key benefits include:

- Access to next-generation technologies
- Ability to spread IT costs over the lifetime of a project or application
- Ability to align IT infrastructure costs with revenue stream and business growth
- Tailored solutions delivered via a secure end-to-end architecture
- Simplified IT and increased operational efficiency
- Transformation of IT from a fixed to a variable operating expense
- Shared risk of acquisition

iForceSM Services: Innovating with Partners for Customer Success

Sun manageability offerings can be extended through the addition of components, applications, and services from market-leading, best-of-class Sun iForceSM partners to help provide you with the optimal solution to solve your business problem. For more information about the Sun iForce initiative, including business solutions, partners, and centers, please visit www.sun.com/iforce.

Sun Expertise to Help your Business Thrive

Based on more than 20 years of helping customers solve complex IT problems, we've developed a set of methodologies to help you achieve bottom-line business results. Our dedicated team of network computing experts draws from our comprehensive portfolio of solution building blocks—combining our strength in network computing and our production-proven R&D with the expertise of our best-in-class partners—that we implement as complete solutions to your unique business challenges. Sun offers solutions to help you optimize your business, manage change, and reduce risk for a more effective, efficient, and flexible IT infrastructure.

Get started today.

For more information about Sun manageability offerings, visit sun.com/solutions or contact your Sun sales representative or authorized reseller.

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