



Professional Services for Sun Java™ Enterprise System

Get on the fast track to IT service excellence



The Sun Java™ Enterprise System is a revolutionary approach to infrastructure software that reduces cost and complexity throughout the datacenter. It's available both as a single, fully integrated, end-to-end infrastructure software solution and as individual solution suites that target your most critical business needs. Through offerings such as the Sun Java Identity Management Suite and the Sun Java System Web Infrastructure Suite, the entire process of how infrastructure software is acquired, deployed, and operated is made simple, predictable, and affordable.

Highlights

- Gain valuable insight into the features and functionality of the Sun Java Identity Management Suite and Sun Java Web Infrastructure Suite
- Help enable a smooth transition and integration into your enterprise
- Help reduce risk by leveraging Sun's expertise and proven methodologies
- Better understand the effectiveness of your Sun Java Enterprise System solution design and implementation
- Identify tactical and strategic activities to enhance the effectiveness of your solution

Accelerate your advantage

Sun offers proven expertise for evaluating, developing, deploying, and optimizing your Sun Java Enterprise System-based solution. Kick off your project with the Use Case Workshop so you understand the features and capabilities of this truly revolutionary software. Then get expert assistance with solution deployment and enhance the effectiveness of your solution by following up with the Health Check Service. Based on your specific needs, you can also select from custom consulting services that help you obtain solid value from your investment in the Sun Java Enterprise System. Whether you're new to the Sun Java Enterprise System or a current user, you can count on Sun to help you get on the fast track to IT service excellence.

Leverage Sun's expertise

Sun's professional services for the Sun Java Enterprise System help you reduce risk and get it right the first time by leveraging our expertise. You benefit from formal methodologies and proven tools that provide the foundation for system reliability, availability, and serviceability. We pull from years of experience to help enable a smooth transition and integration into your enterprise while you stay focused on your business priorities. From assisting you with your initial assessment and implementation to making recommendations for ongoing improvements, knowledgeable Sun consultants can help enable success at every phase of your solution life-cycle.

The perfect fit for your business

One service may not fit all, so we've designed our professional services for the Sun Java Enterprise System to give you flexibility and choice. To get started, leverage fixed-scope services including the Use Case Workshop and Health Check Service to quickly assess your environment and get high-level action plans and recommendations. Or, for more strategic projects, you may opt to use Sun consultants on a purely customized basis.

Whether you're getting started or want to act on recommendations from our analysis, Sun offers a full set of ongoing custom consulting services. With Sun, you get exactly what you want. We can work with you to configure a package of services specifically tailored to meet your business needs.

Getting started just got easier

For customers who are new to the Sun Java Enterprise System or would like to explore topics specifically in the area of identity management or Web infrastructure, Sun offers a Use Case Workshop. The workshop utilizes pre-defined reference use case implementations designed to help with evaluation of the Sun Java Enterprise System.

Use Case Workshop

This five-day, interactive workshop is designed to help you better understand how to effectively use the valuable features and functionality of a selected area of the Sun Java Enterprise System. Choose from two workshop options based on either the Sun Java Identity Management Suite or the Sun Java Web Infrastructure Suite. Sun consultants install, configure, and review use cases with your personnel so you can learn how to implement your solution more effectively.

Identity management use case topics may include:

- User provisioning from an automated HR source
- User provisioning via console request process
- Self-service function

Web infrastructure use case topics may include:

- Secure Web infrastructure
- Origin/content servers
- Server side Java applications
- Web proxy services

Sun will also review your objectives at a high level and provide input on the potential for adapting or expanding upon the use cases in your environment. At the end of the workshop, you receive a summary report that includes a high-level summary of your objectives and environment, use case information, recommendations, and potential next steps.

Health Check Service

For existing users of the Sun Java Enterprise System, the Health Check Service can help you find anomalies that may be impacting performance by having Sun consultants perform diagnostic analysis of your implemented solution. Sun consultants assess the status of your

solution implementation, consider potential improvements, and provide recommendations for enhancements. The goal of this week-long service is to identify tactical and strategic activities that can help you optimize the effectiveness of your solution.

Sun consultants work onsite at your facility with key stakeholders to review system business objectives, Sun Java Enterprise System product architecture and deployment, sample configuration of components, and operational procedures. We then analyze findings using field-tested methodologies and Sun best practices to interpret the data in the context of your specific environment. You receive information on the state of the health of your Sun Java Enterprise System deployment in an executive summary presentation document and a summary report document that details your current environment, findings, recommendations, and possible next steps.

Make the most of the Sun Java Enterprise System

Our custom consulting services can also be used to help you develop and maintain solution effectiveness in dynamic business environments. The result? You can be confident that you're making the most of the Sun Java Enterprise System by taking advantage of features that may result in greater overall integration, increased security, manageability, and performance. Custom consulting services can be used to assist you in the following areas:

Assessment

Thoroughly planning and preparing for the integration of new technology can help you implement your solution on time and on budget. Sun consultants can get you on the right track by helping create a strategy for the

Take the next step

For more information about Sun's consulting services for the Sun Java Enterprise System Services, contact your Sun sales representative or authorized reseller, or visit:

sun.com/service/javaes

To learn more about the features and benefits of the Sun Java Enterprise System, visit:

sun.com/javaenterprisesystem

architecture, implementation, and deployment of a Sun Java Enterprise System-based custom solution.

Architecture

Leverage our expertise to help reduce complexity and build an architecture that meets your unique needs. Sun consultants can perform activities such as building a detailed analysis of your solution requirements and developing a detailed architecture and plan for implementing a custom solution.

Implementation

From building, testing, and deploying a solution, our consultants can help you get your solution set up correctly and quickly while staying focused on your core business.

System tuning

Keeping your solution tuned for effective performance helps you derive strong value from your investment. Based on your target goals, Sun consultants can provide tuning of your solution environment by analyzing and adjusting parameter configurations.

