

SunSM Dedicated Technical Support Engineer Service

A single point of expertise for your Sun software solution. Now that's dedication.



Thinking and planning ahead and reacting quickly are the keys to heading off unplanned outages and maintaining high availability. Having one reliable technical contact who has a deep understanding of your complete Sun software solution can help you anticipate and resolve issues to prevent problems before they become serious.

Today's marketplace demands efficiency and agility.

That's why Sun's customers can choose the SunSM Dedicated Technical Support Engineer Service, giving you a single point of technical contact for support and recommendations for all your Sun software products. Sun's in-depth knowledge of Sun products and Sun-developed IP adds unique value to our ability to support your entire Sun software solution. Our approach is to implement corrective actions targeted at the root cause of the issue, not just the symptoms. This enables us to rapidly identify and resolve issues before they have serious consequences.

And, while we're taking over the burden of supporting your Sun software solution, we're not taking over your site. This service is tailored to your needs through your direct relationship with a Sun engineer. So, you remain in complete control.

Predictability through expertise and familiarity

The Sun Dedicated Technical Support Engineer assigned to your account makes a preplanned visit to develop vital knowledge of your complex Sun software solution and its environment and establish a working relationship that best supports your needs. The engineer's goal is to establish a basis for planning and enable predictability.

This relationship is kicked off with discovery and an assessment. Your Sun Dedicated Technical Support Engineer is introduced to your staff, and becomes familiar with your business environment and software and systems architecture. Your assigned engineer gains a critical understanding of your environment, which allows him or her to better anticipate technical hurdles and provide solutions. This means that, if problems do occur, we have the knowledge and expertise to help correct them.

The Sun engineer works with you to create a support plan that outlines schedules and specific activities to be performed throughout the engagement. Additionally, the support plan identifies recommendations for manageability and ways to help minimize unplanned outages. This dynamic document is based specifically on your business requirements.

In addition, periodic progress and performance reviews offer opportunities to improve support and address any organizational or technical changes. This helps you stay up to date and avoid potential problems before they impact software performance.

In the meantime, your Sun engineer is readily available to you via telephone, email, or Webex sessions. This ongoing communication allows for planning, such as version migration, testing, and other proactive activities.

Highlights

- Gives you one point-of-technical contact who understands your Sun software solution
- Provides proactive advisory services to enhance efficiency and operating predictability
- Leverages expertise and familiarity to help reduce reactive calls and escalations
- Helps lower your total cost of ownership

Why a Sun Dedicated Technical Support Engineer?

The Sun Dedicated Technical Support Engineer Service provides you with unique, relationship-based support from an expert with critical knowledge about your Sun software solution and its environment, so you get continued guidance on best practices and problem avoidance. The service gives you proactive advisory and reactive support that helps you improve availability by avoiding unplanned outages and recovering quickly from incidents that do occur.

Why Sun?

This Sun Dedicated Technical Support Engineer Service is part of Sun's broad portfolio of Sun Managed Services that are tailored to your unique needs, allowing you to focus on your strategic IT initiatives by augmenting, extending, or refocusing your internal operations resources. Individual Sun Managed Services can be combined and integrated into a complete solution designed to meet your specific business requirements.

Learn More.

To learn more about the Sun Dedicated Technical Support Engineer Service, contact your Sun sales representative or authorized reseller or visit sun.com/service/managedtse