

SunSM Onsite Operations Management Service

Accelerate time to value. Minimize risk.
Maximize choice.



Operational services from Sun™ can help you meet the changing demands of your business by providing operational expertise as a flexible, responsive, service. We give you access to key technical and operational skills to optimize service levels and service costs.

Highlights

- Extend your operational team, adding expertise and capability
- Short or long term engagement, depending on the need
- Ease of deployment – Low cost of entry and exit of service
- Direct access to onsite Sun technical and operational expertise, combined with knowledge transfer to improve your team's capability
- Increased availability and Quality of Service, with optimized operational costs
- Can be integrated with remote monitoring and management
- IT operations that reduce the risks associated with adopting new technologies
- Faster time-to-business-value while maintaining high service levels
- Customer's operational needs met expertly while keeping fixed costs down

Operating a mission-critical production environment in a demanding business can present major challenges. New technologies can provide an operational risk because of the level of expertise and bandwidth of existing staff. Even with an established operation, ensuring that the right level of resources are always available to run mission-critical operations can be a challenge.

The Onsite Operations Management service of Sun Managed Services can help with these challenges—whether it is implementing a new Sun solution such as virtualizing your environment, or as part of IT consolidation efforts, or simply because you need access to key skills predictably.

Why Sun Onsite Operations Management?

- Onsite expertise from the source of key technologies, to help you decrease operational risk
- Combining technical and operational know-how, to optimize the service you deliver
- Flexible approach saves you from having to invest in permanent staff

Get more. Risk less. Keep fixed costs down

Sun Onsite Operations Management is designed to enable all Sun customers to achieve optimal results with their IT infrastructure operations in the shortest period of time possible. Sun Onsite Operations Management keeps the customer in control, with Sun technical experts and experienced operations consultants working to reduce operational risk by applying their know-how. And what's more, our solutions are anchored to the most widely-recognized principles for best practice in IT Service Management (ITSM), the IT Infrastructure Library (ITIL).

Sun Onsite Operations Management engagements can last for as little as three months, although many customers prefer to engage a team for much longer; during this time, we create or enhance your operational procedures and then provide systems administration, technical and operational support staff to manage your environments to this tailored approach. Sun Managed Services can also help you develop and document your management procedures.

Extend your staff with Sun's expertise

During the onsite operations management engagement, a dedicated Sun team improves and manages the day-to-day operation of the Sun platform and imparts this expertise to customer staff.

Operations management activities

The specific tasks and activities we provide will vary in detail level from customer to customer. Within the context of the category of Service Operations within the ITIL Service Management framework, the types of activities that we undertake include:

- Monitoring and control – Console management, monitoring and managing of services
- Management and administration of the infrastructure – Storage, databases, middleware, directory services, facilities/datacenter, etc.
- Identifying knowledge and expertise requirements
- Contributing to the design of new services and operational practice
- Assistance with service management processes, helping to define standards and tools

Typical Sun Onsite Operations Management Engagement

In delivering a Sun Onsite Operations Management service, data center operational support is the key priority; in parallel, we follow four main phases in the overall delivery.

Service initiation and design

Working with the customer, Sun Managed Services and account management teams will identify the level of staffing and operational processes needed to provide the target level of service. In this phase, a detailed plan is developed for the target operational model, including management framework, methods, standard process outlines, and core operational artifacts. This target operational model will integrate into the customer’s existing operational framework.

Service implementation

The Sun Onsite Operations Management team then moves to the detailed implementation phase. With the customer operations staff involved, the Sun team will baseline the current situation and implement key ITIL v3-based IT service management processes, while also assisting with day to day operations and management.

Operations

Once this is established, the third phase is the core of the Sun Onsite Operations Management service. As we execute the operational plan, we can test and fine-tune the operational processes and artifacts. This third phase will last for as long as the customer requires.

Examples of what will be covered in this phase include:

- Collaborates with the customer team to address gaps in the customer’s change and release management processes

- Support a smooth operational migration to a new server environment, improving time-to-business-value while maintaining high service

Service transition

Finally, in the fourth phase, Sun works with the customer to help enable smooth transition of IT management back to customer staff or designated service provider.

Comprehensive Portfolio of Sun Managed Service Solutions

Sun Onsite Operations Management is a well-established part of Sun’s broad portfolio of Managed Services. This also includes remote Managed Operations: This offers remote monitoring and management for all components of a Customer’s IT infrastructure, including systems at the OS level, third-party, custom, and SunRay applications, databases, networks, and the web.

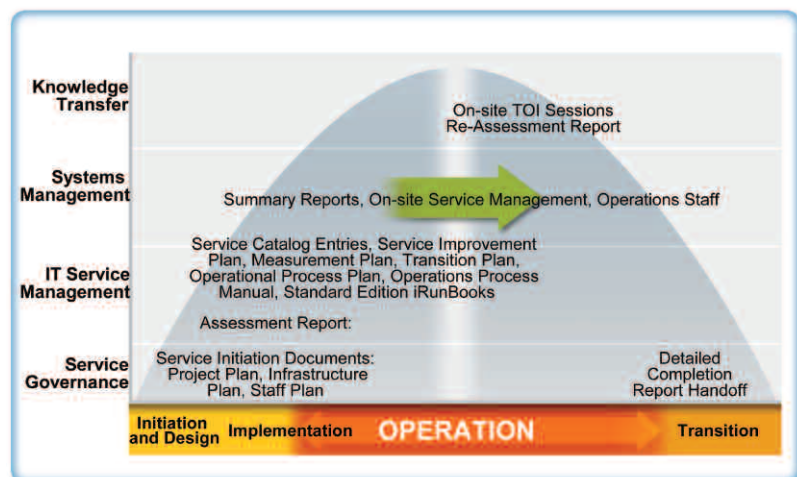
Individual Sun Managed Services can be combined and integrated into a complete solutions designed to meet specific customer business requirements.

Learn More

For more information visit sun.com.service/managedonsite

Why Sun?

Sun combines industry-leading expertise, a proven IT operations approach, and innovative remote management technology to help you improve operational efficiency. Our dedication to your success and our promise to reduce operations costs drive the design and delivery of Sun’s flexible services. Sun Managed Services are tailored to your unique needs, allowing you focus on your strategic IT initiatives by augmenting, extending, or refocusing your internal operations resources.



Onsite phases and deliverables.