



# Sun's Single Point of Contact

A one-stop service for managing support with multiple vendors.



Your HPC environment is complex. Managing multiple vendors can be a burden to your staff. Eliminate the need to make multiple calls to multiple vendors with Sun's Single Point of Contact (SPOC) service. This one-stop service provides case creation for Sun and non-Sun incidents, dispatches the appropriate support vendor, monitors the case status according to the responsible support vendor's support contract terms, coordinates service delivery between vendors as needed, and updates the status throughout the remediation process. Contact Sun™ when support is needed for your HPC solutions, and our experts will manage the support coordination of your key vendors on behalf of your organization.

### Key features and benefits include:

Feature	Description	Benefit
One-stop service	Sun provides a single point of contact for you to report all incidents from multiple vendors and follow the case to closure	Fewer support vendors to call and fewer incidents to manage
Monitors contract terms for response times	Sun will monitor whether or not contract terms for response times are being met by support vendors	Notification of whether or not contract terms are being met by support vendors
Service delivery tracking	Sun tracks incidents and may involve other third-party vendors for interoperability issues	Reduce complexity when trying to solve problems with multiple vendors

### Highlights

- Simplifies incident management for complex, heterogeneous environments
- Monitors whether response times in the contract are being met
- Tracks incidents and involves other third-party vendors for interoperability issues

### Process steps for reporting and management an incident

#### Incident reporting

Customer can report an incident to Sun by email or telephone. When an incident is reported by phone, it must be verified by email for auditing purposes.

#### Entitlement verification

Sun will verify the validity of the SPOC service as well as the products covered, coverage hours and service levels for the reported incident against valid support contracts on file.

#### Incident review and acceptance

Sun will review the incident against any duplicate incident which may have been reported. If the incident is not a duplicate, Sun will create a case for the incident.

#### Incident transfer

After a case has been created, it will be transferred to the appropriate technical support center within Sun or the responsible third-party vendor to begin the remediation process.

If the case is transferred to a third-party support vendor, Sun will record the information provided by the third party support vendor and update that information to the case.

#### Incident management and closure

Sun will monitor the case status according to the responsible support vendor's support contract terms. Sun will update the resolution status in the case and provide the details to the customer via email.

Upon receiving information from the support vendor that the case has been resolved, Sun will notify the customer, and keep the case open for 24 hours. Then the case will be closed. During the 24 hours prior to a case closing, a customer may reopen the case if any problems related to the original Incident persist.

### Responsibilities of the customer

The customer must provide employee contacts from their company who will interface with Sun to perform the following activities:

- Collect data required for system configurations, environmental parameters, license numbers, serial numbers, and support contract details (including support vendor contact information, hours of coverage, SLA terms, escalation procedures and any other information required to report an incident to a support vendor on behalf of customer) and forward this data to Sun
- Update and communicate employee contact list via e-mail or telephone
- Notify Sun of any updates to the customer's environment

### Why Sun?

Sun provides a single point of contact for you to report all incidents and follow a case to closure. We will help you remediate IT issues when multiple vendors are involved, monitor whether or not contract terms are met and track incidents with multiple vendors.

SPOC is part of a broad range of Managed Services capabilities and offerings. Sun combines industry-leading expertise, a proven IT operations approach, and innovative technology to help you improve operational efficiency. Our dedication to your success and our promise to help you 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.

### Learn More

For more information on engaging in the SPOC program, talk to your local Sun sales representative or visit [sun.com/service/managedspoc](http://sun.com/service/managedspoc)