

SunSM Multivendor Support

When it comes to managing a multivendor environment, being in sync is a good thing.



Your IT environment wasn't created overnight. It was built over time using hardware and software from a variety of vendors, each with different support and maintenance requirements and their own set of challenges. Managing a multivendor environment with many different support contracts can exhaust your time and resources. Is there a way to get all of your service providers in sync so you can concentrate on your core business? You bet there is—SunSM Multivendor Support.

Benefits

- Reduce management complexity with a single point of contact and a consolidated plan for service and support
- Lower costs by freeing your staff to concentrate on core business issues and eliminating unpredictable vendor service costs
- Improve customer satisfaction through a consistent, well-defined SLA
- Help resolve issues faster with single-sourced, flexible, multilevel support
- Leverage Sun expertise and best practices to help reduce risk while optimizing availability

Highlights

- Four levels of service
- 24x7 onsite support
- Support provides incident management, diagnostics, and problem resolution
- Streamlined problem resolution without the typical vendor finger-pointing

Single point of accountability

Sun Multivendor Support helps reduce management complexity by providing a single point of accountability for your open systems, mainframe support, and maintenance issues. You get quick, unified access to the expertise you need to address a wide range of support needs. And Sun Multivendor Support is simple—one consistent, well-defined Service Level Agreement (SLA) meets your business needs and reduces variations in support.

Match your support to your business

You can maintain choice and control by picking the level of service that's right for your business. Sun Multivendor Support offers four levels of service designed to match varying degrees of criticality. The key differences in the levels of service are the target response time for onsite

problem diagnosis and hours of coverage. Rest assured that whatever level you choose, you'll receive responsive, consistent support from technicians with proven expertise.

Sun Multivendor Support features

In addition to sending an expert for onsite remedial maintenance tasks, Sun Multivendor Support contracts also include the following services:

Telephone support

You get toll-free access to Sun's specially trained technical analysts for assistance with problem diagnosis or technical questions.

Onsite spares

Optional: Onsite spares may be delivered and installed at your site in support of targeted SLAs.

What level of support is right for you?

Target onsite response time	Hours of coverage
Two-hour response time*	24x7
Four-hour response time*	24x7
Same-day response time*	8 a.m. to 5 p.m. M-F (excluding holidays)
Next-day response time*	8 a.m. to 5 p.m. M-F (excluding holidays)

*Within 50 kilometers of a Sun facility.

True multivendor capabilities

Spending valuable time managing multiple service providers is a thing of the past. With Sun Multivendor Support, you can resolve problems quickly in your heterogeneous datacenter environment with flexible, reliable 24x7 support. Sun offers true multivendor capabilities, providing support across the major hardware vendors, including:

- IBM
- Hewlett-Packard
- EMC
- Dell
- SGI
- Brocade

Check with your Sun sales representative for a complete list of supported vendor products.

Enhanced manageability and availability

You gain enhanced manageability and availability through customer-defined SLAs and direct access to expert help. What's more, with one consistent, well-defined SLA, you can reduce the often wide variations in reliability and support from multiple vendors. This helps you resolve problems in less time.

Leverage Sun expertise

With Sun Multivendor Support, you can have greater confidence in your ability to deliver world-class performance to your business. And that's what really counts. Sun leverages comprehensive hardware, software, and vendor management expertise, including multivendor escalation issues, to help you reduce risk and increase customer satisfaction.

Manage more with less

Need to lower your costs? Sun Multivendor Support can help you hold the line on expenses. A consolidated support contract saves you time and resources by freeing your staff to concentrate on core business issues and eliminates unpredictable vendor service costs. Plus, affordable service pricing helps you extend the life of your equipment. The bottom line is you can manage more with less.

Managing more than 100 systems?

Reduce contract complexity, tailor support to your large datacenter's needs, and prevent problems before they happen with Sun advanced support services.

SunSpectrumSM Enterprise Service Plan

- Simplify contract administration with a single, site-based support agreement
- Tailor a support contract to your site's needs via modular services
- Define your onsite response levels

Learn more about the SunSpectrum Enterprise Service Plan at sun.com/service/enterpriseserviceplans/

Sun Preventive Services

- Measure and manage risk scientifically using Key Performance Indicators
- Plan and manage for continuous improvement
- Simplify contract management and lower operating costs
- Help reduce long-term costs by maintaining datacenter health

Learn more about Sun Preventive Services at sun.com/service/preventive/

Learn More

Contact your local Sun sales representative to learn how you can reduce management complexity and solve problems faster with Sun Multivendor Support by visiting sun.com/service/contacting/sales.html