

SunSM Multivendor Support for EMC Products

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



Your IT environment holds the mission-critical information needed to run your business, and it wasn't created overnight. It's built of hardware and software from dozens of vendors, each with different support and maintenance requirements. Is there a way to get all of your service providers in sync so you can focus on your core business? Absolutely — SunSM Multivendor Support.

Highlights

- A flexible, consolidated plan for streamlined service and optimal support for all your EMC products
- Convenience of a single point of accountability to reduce your management burden and free up your staff to concentrate on core business
- Seamless coverage of your EMC products with single-sourced support to improve service levels and help resolve issues faster
- Direct access to around-the-clock assistance from experts you trust, when it matters, and with an SLA you define

Calm the chaos in your multivendor environment

Sun Multivendor Support for EMC products is available for a variety of EMC hardware — and in combination with Sun's support of IBM, Hewlett-Packard, HPCompaq, Dell, Fujitsu, Brocade (including McData/CNT/InRange), and other platforms — offers true multivendor capabilities. You gain enhanced manageability and availability of EMC equipment through Service Level Agreements (SLAs) you define, providing quick problem resolution with direct access to help from experts. And with Sun as your single point of accountability, the management complexity you've been dealing with gets a whole lot simpler, giving valuable time back to your staff so they can focus on what's core to your business.

Match your support to your business

Sun's comprehensive support allows you to maintain choice and control by picking the level of support that's right for your business. Sun Multivendor Support provides four levels of service designed to match varying degrees

of criticality. Key differences in levels of service are target response times for onsite problem diagnosis and incident management, and hours of coverage. You can be confident that whatever level of service you choose, Sun will provide responsive, consistent support from technicians with proven expertise and best practices.

Additional billable services from Sun not included in base agreement

- Installation, a one-time fee based on type of product
- Equipment upgrades, based on separate one-time charges per feature or model upgrade
- Reconfiguration changes, systems assurance planning, and reviews
- Equipment relocation, based on a fixed-price quotation or current time and materials rate
- Feature/function updates for software or microcode that introduce new features or functionality are not available from Sun but may be purchased separately from EMC

What level of support is right for you?

Target onsite response time	Hours of coverage
2-hour response time*	24/7
4-hour response time*	24/7
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.

Onsite problem solving 24/7

Sun takes responsibility for complete problem resolution, regardless of the source of the problem. Initial resolution activities take place via toll-free access to one of our specially trained technical analysts for assistance with problem diagnosis or technical questions. If we can't resolve your problem remotely, we will send an expert to your premises within a two-hour* target response time.

*Response times based on your contracted level of support and 50-kilometer proximity to Sun service facility. Additional charges may apply for sites beyond this distance.

Manage more with less

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. And, affordable service pricing helps you extend the life of your equipment so you can manage more with less.

Learn more

Contact your Sun sales representative to learn how you can reduce management complexity and solve problems faster with Sun Multivendor Support for EMC products by visiting:

sun.com/service/contacting/sales.html

Additional Sun Multivendor Support capabilities include:

Capability	How it works
Remote monitoring	EMC equipment continually self-monitors for errors, and when a predetermined threshold is reached, the system will dial home to Sun's Remote Support Facility. The RSF will capture the information and provide immediate error notification to technical support personnel.
Technical support 24/7	Customers have 24/7 access to Sun's engineers residing within the Remote Resolution Center through a closed-loop, time-based escalation case tracking process.
Reconfiguration changes (BIN files)	Sun's services include one BIN file change per system at no cost, each quarter. The average customer institutes multiple BIN file changes per system annually.
Spare and logistics support	Replacement parts are provided and maintained at strategically located storehouses. Alliances with key parts providers allows for rapid response to equipment failures.
Concurrent maintenance	Maintenance tasks will be performed in a non-disruptive way during normal equipment operation whenever possible where the necessary technology exists in the equipment.

Comparison of Sun Multivendor Support versus EMC:

Program features	Sun Multivendor Support	EMC support services
Telephone support	X	X
Internet support	X	X
24/7 capabilities	X	X
Global coverage	X	X
Onsite support within 2 hours (target)	X	Standard is 4 hour
Integrated case management	X	X
Remote diagnostics capabilities	X	X
One BIN file change per quarter at no cost	X	Billable feature
Site file (configuration, account team, impact levels, etc.)	X	X
Spare parts support and replacement	X	X
Account assigned System Support Engineer	X	X

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 brings years of comprehensive hardware, software, and vendor management expertise to help you reduce risk and increase customer satisfaction.