



EXECUTIVE WHITE PAPER

OS Subscription Support Services: A Comparison of Sun and Red Hat

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A CRIMSON CONSULTING GROUP EXECUTIVE WHITE PAPER

Abstract

The trend of acquiring operating system software for “free” has put a premium on analyzing and understanding the other portions of a larger technology solution, namely the services that organizations will invariably need to purchase to support their deployments. These support service offerings have important quantitative and qualitative implications over the lifetime of a deployment.

Both Sun Microsystems, Inc. and Red Hat, Inc. offer a similar lineup of subscription support offerings, but Crimson Consulting Group research has identified some important differences which should be considered carefully by those executives and IT managers evaluating investments in operating system environments. In this white paper, Crimson provides a comparison of operating system support offerings from both Sun and Red Hat. The comparison synthesizes the analysis of individual product offerings in addition to the key attributes of the broader support organizations and their respective policies.

This paper was sponsored by Sun Microsystems but was designed and completed by Crimson Consulting Group as an independent, analytical evaluation based on publicly available information.

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EXECUTIVE SUMMARY

In this white paper, Crimson Consulting Group provides a comparison of operating system (OS) support offerings from Sun Microsystems, Inc. and Red Hat, Inc for Solaris and Red Hat Enterprise Linux, respectively. Since both of these companies no longer charge a traditional software license fee for operating system software, an evaluation of the quantitative and qualitative elements of each vendor's subscription support offerings is imperative when making purchase decisions.

While Sun is unique in that it offers a broad hardware and software portfolio and has support offerings that provide coverage for complete hardware and operating system stacks, Crimson narrowed the focus of this analysis to the operating system subscription support services. In the comparison of support offerings, Crimson employed a multi-level analysis.

In the first level of analysis, Crimson conducted a detailed comparison of the offerings for operating system subscription support including basic, standard, and premium support. The following elements of each offering were evaluated:

- Annual subscription list price
- Scope of hardware platforms supported
- Online system administrator resources
- Support channels and coverage hours available
- Response times
- Education services
- Support for freeware components
- Interoperability assistance

As part of the first level of analysis, Crimson also evaluated the subscription support offerings for open source versions of the operating systems.

The second level of analysis evaluated elements of each vendor's overall services and support organization which were not specifically tied to commercial subscription offerings. These include the overall product support lifecycle, vendor size and staffing, cost of ownership considerations, and other qualitative aspects.

The summary results of this comparison across the two levels of analysis are included in Table 1.

Table 1: Comparison of Key Elements of Subscription Support Offerings¹

Element	Sun OS Versions and Platform	Red Hat OS Versions and Platform	Summary Analysis Advantage & Key Differences
Subscription List Price (\$US)	\$1,085 Average List Price (\$US) across all Subscription Offerings	\$1,289 Average List Price (\$US) across all Subscription Offerings	Advantage: Sun Sun is 16% lower than Red Hat based on an average across basic, standard and premium offerings. For Red Hat, subscription purchase is also required prior to download of OS software.
Support Channels/Coverage Hours	Web & Phone Basic: Local Business Hours Standard: 12x5 Support Premium: 24X7 Support	Web & Phone Basic: Local Business Hours (<i>Web only</i>) Standard: 12x5 Support Premium: 24X7 Support	Advantage: Sun Sun and Red Hat offerings are very similar, with the exception of Sun providing installation and configuration support over the phone for the basic offering.
Response Time	Basic: 2 Business Days Standard and Premium: based on severity Priority 1 (Urgent): Live call transfer Priority 2 (Serious): 2 hours Priority 3 (Not Critical): 4 hours	Basic: 2 Business Days Standard and Premium: based on severity Severity 1 (Urgent): 1 hour Severity 2 (High): 4 hours Severity 3 (Medium): 1 days Severity 4 (Low): 2 days	Advantage: Sun Sun provides live call transfer for urgent requests for standard and premium support offerings.
Bundled Education Services	Sun Support Subscriptions include the Solaris 10 online system administration course bundle and Sun skills assessment.	None included	Advantage: Sun Online eLearning Red Hat Linux System Administration Series is an additional cost of \$1,620.
Interoperability Assistance	Sun is a TSANet member and also includes SunVIP Interop Support with Premium plans which extends to 100+ IT vendors and makes use of joint vendor support centers.	Red Hat is a member of TSANet	Advantage: Sun Sun provides a broader program for resolving issues that may involve multiple vendor solutions where it is unclear where the problem may lie.
Support Lifecycle	7 years Full Support for each OS version	3 years Full Support for each OS version	Advantage: Sun Sun provides Full Support more than twice as long for each OS version.
Service and Support Staffing	7,100 Sun Employees	400 Red Hat employees (estimated assuming 20% of ~2,000 total employees dedicated to service and support)	Advantage: Sun Sun has nearly 18 times the number of employees dedicated to service and support as compared to Red Hat. Sun's service and support organization is over 3.5 times the size of the entire Red Hat organization.
Cost of Ownership	\$879 Three Year Deployment Cost/Server/Year	\$1,206 Three Year Deployment Cost/Server/Year	Advantage: Sun Sun provides a 27% cost of ownership advantage over three years, based on a deployment scenario with a mix of mission critical and non-mission critical servers.
Quality of Service	Sun has received recognition for its service and support, including being certified under the coveted J.D. Power and Associates Certified Technology Service and Support Program SM for "An Outstanding Customer Service Experience". ²	According to CIO Insight Vendor Value survey, Red Hat ranks number 1 in value and reliability. They have ranked number one in three of last four years.	Advantage: Sun While both vendors have received recognition and accolades, Sun has received more recognition specific to its service and support offerings.
Open Source Support Subscription	Yes, both through SunSpectrum and two levels of OpenSolaris Subscription Support.	Not available	Advantage: Sun Only Sun currently provides commercial support for open source version of OS.

¹Specific service and pricing information for Sun Microsystems, Inc. and Red Hat, Inc were gathered from www.sun.com and www.redhat.com, respectively. Other specific references are provided in the body of this whitepaper.

² Source: J.D. Power and Associates, October 2007. J.D. Power and Associates Certified Technology Service and Support ProgramSM, developed in conjunction with SSPA. For more information, visit www.jdpower.com or thesspa.com.

Upon a cursory review of the subscription support offerings, it is clear that Sun and Red Hat provide a similar lineup of offerings for subscription support, specifically the basic, standard, and premium support packages.

However, when analyzing the support offerings in more detail, as highlighted in Table 1, key areas of advantages for the Sun support offerings surface. Some or all of these benefits are likely important to those making operating system purchase decisions.

To summarize, Crimson research and analysis demonstrate that Sun provides:

- A lower average price for annual support subscriptions, with the Sun subscription offerings averaging 16% lower per year based on list pricing.
- More flexibility in purchasing and making changes to support offering levels over time, as the Sun subscription support purchase is not connected to the download of the operating system software.
- Support for live call transfer for urgent requests, particularly important for customers with mission critical support requirements.
- A longer product version lifecycle with full support for a period of seven years as compared to three years for Red Hat Enterprise Linux. In fact, Sun can provide full support for versions of the operating system that have reached End of Service Life.
- A broader and deeper support organization, with the Sun service and support organization having nearly eighteen times the number of staff as the Red Hat organization. Because of Sun's longer product support lifecycles, it also stands to reason that the Sun support staff may also have an experience advantage as the result of more time with each version of the operating system.
- A distinct cost of ownership advantage, particularly as it relates to production-level environments that require around-the-clock, mission critical support and also support for larger hardware with numerous processors. Previous Crimson research showed that Sun can provide a 27% lower total cost as compared to Red Hat Enterprise Linux over a three-year period.
- Industry-recognized customer service and support. Sun is the first network infrastructure solutions vendor to be certified under the J.D. Power and Associates Certified Technology Service and Support ProgramSM for "An Outstanding Customer Service Experience". This distinction recognizes Sun for delivering outstanding customer service and support in North America across the entire portfolio, including the industry-leading SolarisTM Operating System. (Source: J.D. Power and Associates, October 2007. J.D. Power and Associates Certified Technology Service and Support ProgramSM, developed in conjunction with SSPA. For more information, visit www.jdpower.com or thesspa.com.)
- Subscription support for its open source OS offering. Sun provides subscription support offerings for its open source operating system, OpenSolaris. Subscription support offerings for OpenSolaris are available for customers running on Sun hardware as well as other hardware platforms. Red Hat does not provide subscription support for its Fedora open source operating system.

A SUPPORT SERVICES COMPARISON FRAMEWORK

Crimson’s analysis and research included developing a framework for analyzing the subscription support offerings for each vendor and subsequently gathering publicly available information related to the offerings provided by each vendor. This core data was collected during the period from December 2007 through January 2008. In addition, the study also includes aggregated information from secondary research sources.

The major categories of analysis included in the Crimson research and analysis are as follows in Table 2.

Table 2: Description of Comparison Elements Included

Element	Description
Level 1 of Analysis: Detailed Comparison of Subscription Support Offerings	
Support offerings (Basic, Standard, & Premium)	The following elements of each offering were evaluated: <ul style="list-style-type: none"> • Annual subscription list price • Scope of hardware platforms supported • Online system administrator resources • Support channels and coverage hours available • Response times • Education services • Support for freeware components • Interoperability assistance
Open Source Support Subscription	Evaluation of the availability of subscription offerings for open source
Level 2 of Analysis: Comparison of General Support Characteristics	
Support Lifecycle	Includes the policies related to support for given versions over time
Support Staffing	Includes a comparison of staffing levels and experience
Subscription Support Price Comparison/Cost of Ownership Considerations	Includes the pricing comparison of the support offerings and the impact on the cost of ownership
Service Quality	Includes information related to the quality of service and/or the support offering

A DETAILED COMPARISON

The following section presents a comparison of the vendor support service offerings in terms of the elements presented in Table 2.

SUPPORT OFFERINGS

Sun and Red Hat each provide three levels of support for their commercial operating systems – basic, standard, and premium. With the Red Hat offerings, customers are required to purchase a subscription for RHEL prior to download and are not able to change to a lesser support offering for the life of subscription. With Sun, subscription support is disconnected from software download and customers are allowed flexibility to change as their needs change during the course of the subscription period. With Sun, customers can also continue to use Solaris software even after the subscription support period has ended.

Tables 3 - 5 provide a detailed comparison for each of the three primary support offerings.³

Table 3: Basic Support Comparison

	Sun	Red Hat
Annual Subscription Price (List Price \$US)	\$324/year	\$349/year
Scope of Hardware/OS	Sun SPARC-based systems, Sun x64/x86-based systems and hundreds of non-Sun x64/x86-based systems. Supports all versions of Solaris for hardware with up to two sockets.	32/64-bit x86, Itanium2 and IBM Power systems. Only available for Red Hat Enterprise Linux for hardware with up to two sockets.
Online Sys Admin Resources Coverage	24X7. Includes documentation, knowledge base, online technical forums, databases, and tools.	24X7. Includes documentation, knowledge base, online technical forums, databases, and tools.
Support Channels	Web and phone* *basic installation and configuration support only	Web only
Online Service Request Hours	Standard/local business hours	Standard/local business hours
Telephone Support Hours of Coverage	Standard/local business hours	n/a
Response Time	2 business days (48 hours)	2 business days (48 hours)
Number of cases	Unlimited	Unlimited
Software Updates	Notification of availability and electronic access to registered users. Access to update management tools.	Red Hat Network Update Module, a service that provides access to an intuitive graphical interface for managing system updates and errata, priority errata email notifications, dependency checking, and optional auto-update.
Bundled Education Services	Includes Solaris 10 online system administration course bundle and Sun skills assessment.	None included. Online eLearning Red Hat Linux System Administration Series is an additional cost of \$1,620.
Support for Included Freeware Components	Full and limited support for many freeware components included in Solaris 10. List can be found at http://www.sun.com/software/solaris/freeware/index.xml#supported .	Red Hat provides support for the Red Hat Product Suite but support for Red Hat Extras/Supplementary Channel is not included.

³ Service and pricing information was obtained from Sun Microsystems, Inc. and Red Hat, Inc. public websites, www.sun.com and www.redhat.com, respectively. For Sun, the primary index for this research data was <http://www.sun.com/service/subscriptions/index.jsp>. For Red Hat, the primary index for this research data was <https://www.redhat.com/wapps/store/catalog.html>.

Table 4: Standard Support Comparison

	Sun	Red Hat
Annual Subscription Price (List Price \$US)	\$720/year (up to 2 sockets) \$1,320/year (unlimited) for x86	\$799/year (RHEL: up to 2 sockets) \$1,499/year (RHEL/AP: unlimited)
Scope of Hardware/OS	Sun SPARC-based systems, Sun x64/x86-based systems, and hundreds of non-Sun x64/x86-based systems.	32/64-bit x86, Itanium2 and IBM Power systems.
Online Sys Admin Resources Coverage	24X7. Includes documentation, knowledge base, online technical forums, databases and tools.	24X7. Includes documentation, knowledge base, online technical forums, databases and tools.
Support Channels	Web and phone	Web and phone
Online Service Request Hours of Coverage	24X7 - response is within hours of coverage	Standard (12x5)/local business hours
Telephone Support Hours of Coverage	Standard (12x5)/local business hours	Standard (12x5)/local business hours
Response Time	<i>Based on severity</i> Priority 1 (Urgent): Live call transfer Priority 2 (Serious): 2 hours Priority 3 (Not critical): 4 hours	<i>Based on severity</i> Severity 1 (Urgent): 1 hour Severity 2 (High): 4 hours Severity 3 (Medium): 1 day Severity 4 (Low): 2 days
Number of cases	Unlimited	Unlimited
Software Updates	Notification of availability and electronic access to registered users. Access to update management tools.	Red Hat Network Update Module, a service that provides access to an intuitive graphical interface for managing system updates and errata, priority errata email notifications, dependency checking, and optional auto-update.
Bundled Education Services	Solaris 10 online system administration course bundle and Sun skills assessment.	None included. Online eLearning Red Hat Linux System Administration Series is an additional cost of \$1,620.
Support for Included Freeware Components	Full and limited support for many freeware components included in Solaris 10. List can be found at http://www.sun.com/software/solaris/freeware/index.xml#supported .	Red Hat provides support for the Red Hat Product Suite but support for Red Hat Extras/Supplementary Channel is not included.

Table 5: Premium Support Comparison

	Sun	Red Hat
Annual Subscription Price (List Price \$US)	\$1,080/year (up to 2 sockets) \$1,980/year (unlimited) for x86	\$1,299/year (RHEL: up to 2 sockets) \$2,499/year (RHEL/AP: unlimited)
Scope of Hardware/OS	Sun SPARC-based systems, Sun x64/x86-based systems, and hundreds of non-Sun x64/x86-based systems.	32/64-bit x86, Itanium2 and IBM Power systems.
Online System Admin Resources Coverage	24X7. Includes documentation, knowledge base, online technical forums, databases, and tools.	24X7. Includes documentation, knowledge base, online technical forums, databases, and tools.
Support Channels	Web and phone	Web and phone
Online Service Request Hours of Coverage	24X7	24X7
Telephone Support Hours of Coverage	24X7	24X7
Response Time	<i>Based on severity</i> Priority 1 (Urgent): Live call transfer Priority 2 (Serious): 2 hours Priority 3 (Not critical): 4 hours	<i>Based on severity</i> Severity 1 (Urgent): 1 hour Severity 2 (High): 4 hours Severity 3 (Medium): 1 day Severity 4 (Low): 2 days
Number of cases	Unlimited	Unlimited
Software Updates	Notification of availability and electronic access to registered users. Access to update management tools.	Red Hat Network Update Module, a service that provides access to an intuitive graphical interface for managing system updates and errata, priority errata email notifications, dependency checking, and optional auto-update.
Bundled Education Services	Solaris 10 online system administration course bundle and Sun skills assessment.	None included. Online eLearning Red Hat Linux System Administration Series is an additional cost of \$1,620.
Support for Included Freeware Components	Full and limited support for many freeware components included in Solaris 10. List can be found at http://www.sun.com/software/solaris/freeware/index.xml#supported .	Red Hat provides support for the Red Hat Product Suite but support for Red Hat Extras/Supplementary Channel is not included.
Interoperability Assistance	Sun is a TSANet member and also includes SunVIP Interop Support with Premium plans which extends to 100+ IT vendors and makes use of joint vendor support centers.	Red Hat is a member of TSANet.

SUPPORT LIFECYCLE

Sun offers a product support lifecycle that includes full support for at least seven years as compared to Red Hat which provides full support for only three years. This is a factor of particular importance to larger organizations deploying complex, mission critical systems where full support is a requirement over the planned life of an application or system.

Red Hat defines its three phases of support as follows⁴:

- Phase 1: Full Support**
 During the Full Support phase, new hardware support will be provided at the discretion of Red Hat via Updates. Additionally, all available and qualified errata will be applied to the Enterprise products via Updates (or as required for security level errata.) And finally, updated ISO images will only be provided during Phase 1: Full Support.
- Phase 2: Deployment**
 During the Deployment phase, all available and qualified security and bug fix errata will be applied to the Enterprise products via Updates. Security errata will be released as necessary independent of Updates.
- Phase 3: Maintenance**
 During the Maintenance phase, only security errata and select mission critical bug fixes will be released for the Enterprise products.

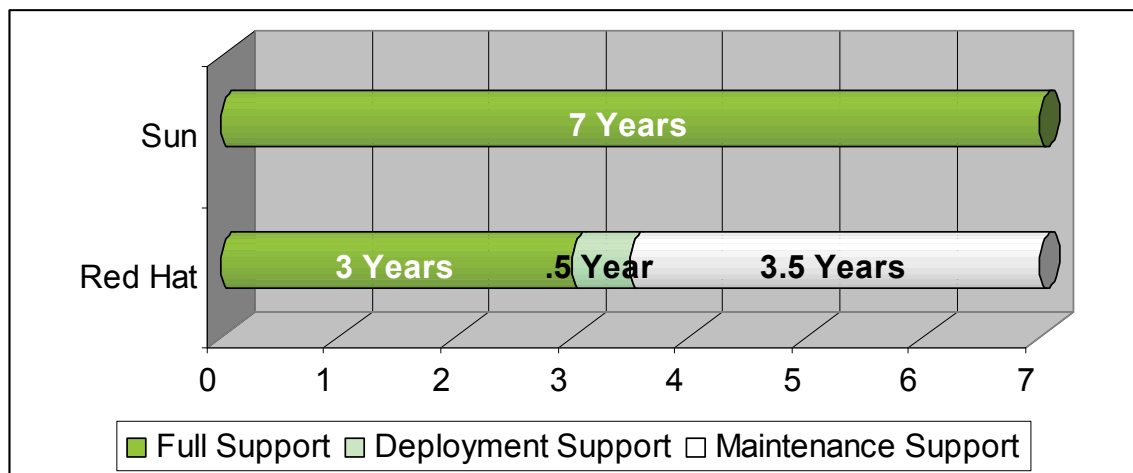


Figure 1: Operating System Support Lifecycle Comparison

Related to the product support lifecycle is the frequency of major releases, which for Sun is roughly every three years; whereas, with Red Hat Enterprise Linux, the release cycles are roughly half the length. While a more frequent release cycle does have advantages in terms of making new features available to customers, it can have the effect of “diluting” the support staff experience and expertise with any given version of the operating system.

⁴ <https://www.redhat.com/security/updates/errata/>

SUPPORT STAFFING

Another important element of comparison in terms of support is the breadth and depth of the support organization. To that end, the information listed in Table 6 sheds some light on the worldwide support organization for the two companies. Clearly, Sun has a much larger support organization with more than 3.5 times the number of overall service and support staff as Red Hat’s entire employee base.

Table 6: Support Staffing Comparison

	Sun	Red Hat
Total employees (as of Q3/2007)	34,000	2,000
Total employees dedicated to service/support	7,100 Sun employees	400 Red Hat employees, estimated based on an assumption of 20% of total employees dedicated to service/support
Number of countries with presence	Sun Direct: 55 Sun Direct + Partners: 160	55

SUBSCRIPTION SUPPORT PRICE COMPARISON AND COST OF OWNERSHIP CONSIDERATIONS

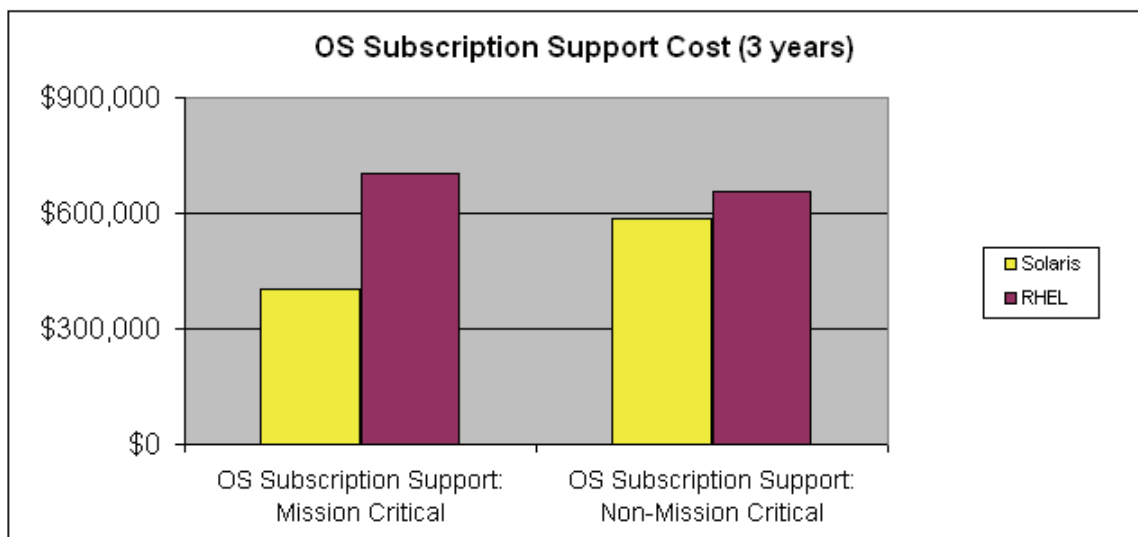
From a cost of ownership perspective, the initial factor to consider is the price of the subscription support offering. As illustrated in Table 7, a comparison of list pricing for the various offerings of both Sun and Red Hat demonstrates a cost savings for the Sun support offerings which increases as the support requirements increase.

Table 7: Subscription Support Offering Pricing Comparison (Pricing is \$US List)

Subscription Support Offering	Sun	Red Hat	Difference
Basic	\$324	\$349	Sun is 7% less
Standard (up to 2 sockets)	\$720	\$799	Sun is 10% less
Standard (unlimited sockets)	\$1,320	\$1,499	Sun is 12% less
Premium (up to 2 sockets)	\$1,080	\$1,299	Sun is 17% less
Premium (unlimited sockets)	\$1,980	\$2,499	Sun is 21% less

It should be noted that discounts are often provided to customer organizations, which somewhat limits the value of a strict comparison of individual support offerings based on list price. That said, it is interesting and valuable to look at a typical customer scenario and analyze the costs of a significant deployment over the course of several years. Crimson Consulting performed this analysis as part of a Cost of Ownership Study⁵ which looked at cost of ownership for large, production level environments.

As illustrated in Figure 2, based on current subscription support list price information readily available online, Sun provides a more cost-effective subscription support offering, particularly compared to the Red Hat Enterprise Linux Advanced Platform offering which is used mostly for mission-critical servers. For the average deployment scenario in this analysis, Sun provides a 27% savings as compared to Red Hat Enterprise Linux. Note: The Crimson economic analysis factors in a 25% discount on support subscription costs offered by either Sun, Red Hat, or other support providers. Obviously, discounts offered tend to vary widely across industries, customers, and dollar value of the potential sales situation.



Support Costs	Solaris	RHEL	Difference
OS Subscription Support: Mission Critical	\$403,952	\$701,026	42%
OS Subscription Support: Non-Mission Critical	\$585,374	\$656,269	11%
Total Support Costs	\$989,326	\$1,357,294	27%
Support Cost/Server/Year	\$879	\$1,206	

Figure 2: Operating System & Third-Party Subscription Support Cost

⁵ "The Solaris 10 Advantage: Understanding the Real Cost of Ownership of Red Hat Enterprise Linux," Crimson Consulting Group, October 2007. http://www.sun.com/software/whitepapers/solaris10/solarisvs_redhat.pdf.

Some other factors related to cost of ownership include training and the implication of support response time. As noted in previous sections, Sun subscription support offerings are bundled with the Solaris 10 online system administration course bundle and Sun skills assessment. With Red Hat, the equivalent training (Online eLearning Red Hat Linux System Administration Series) is a separately purchased item with a list price of \$1,620.

Support response time is another area that has cost of ownership implications, particularly for mission-critical (7x24) deployments. Sun provides live call transfer and immediate response, whereas Red Hat's service level agreement (SLA) guarantees a one-hour response. An hour of downtime for a critical system can represent productivity and hard dollar losses, dependent upon the specific industry, application, and customer characteristics.

QUALITY OF SERVICE

Both Sun and Red Hat have received recognition by industry, media and analyst groups related to their support offerings. Table 8 simply illustrates some of the key industry accolades touted by both vendors. While both vendors have received industry accolades, Sun has received more specifically related to its service and support organization and offerings.

Table 8: Service Quality/Relevant Industry Accolades

Sun	Red Hat
Sun is the first network infrastructure solutions vendor to be certified under the J.D. Power and Associates Certified Technology Service and Support Program SM for "An Outstanding Customer Service Experience". This distinction recognizes Sun for delivering outstanding customer service and support in North America across the entire portfolio, including the industry-leading Solaris TM Operating System. (Source: J.D. Power and Associates, October 2007. J.D. Power and Associates Certified Technology Service and Support Program SM , developed in conjunction with SSPA. For more information, visit www.jdpower.com or thesspa.com .)	According to CIO Insight Vendor Value survey, Red Hat ranks number 1 in value and reliability. They have ranked number one in three of last four years.
Sun received a 2007 STAR Award for "Best On-Site Support". (Service & Support Professionals Association (SSPA), May 2007)	
Sun Product Support Services for hardware and software were specifically highlighted in Gartner's recent vendor ratings report on Sun - " <i>Sun has quietly built an impressive direct-service capability for its (hardware) equipment.</i> " The report continued, "... <i>the success of Sun's (software) support portfolio is evident by growth in net new customers (not previous Sun customers), traction for support of identity management and SOA products, and the ability to move customers up to higher tiers of support offerings.</i> "	
Sun was named by the majority of those surveyed as the best overall performer related to product support. (TNS Prognostics Research, 2006)	

SUPPORT FOR OPEN SOURCE SOFTWARE OFFERINGS

Beginning in May 2008, Sun Microsystems will provide support for OpenSolaris via its portfolio of subscription service and support offerings. For customers running OpenSolaris on Sun hardware, the SunSpectrum offerings (Platinum and Gold) will provide support for OpenSolaris as well as Solaris. In addition, Sun will provide two levels of subscription support for customers running OpenSolaris on other hardware platforms.

While there is community support available for Red Hat’s open source offering, Red Hat does not currently offer subscription support for Fedora.

Table 9: Open Source Support Comparison

	Sun (OpenSolaris)	Red Hat (Fedora)
Subscription Support Options	<ul style="list-style-type: none"> • SunSpectrum now covers OpenSolaris running on Sun Hardware • Two levels of subscription support are now available for customers running OpenSolaris on non-Sun hardware: <ul style="list-style-type: none"> ○ OpenSolaris Production Subscription Support ○ OpenSolaris Essentials Subscription Support 	Not offered
Free Support Services	<ul style="list-style-type: none"> • Knowledge base • Discussion groups 	<ul style="list-style-type: none"> • Knowledge base • Discussion groups • IRC (Internet Relay Chat)
Release Cycle	Quarterly	Two major releases per year

CONCLUSIONS

The trend of operating system software being offered for “free” has put a premium on analyzing and understanding the other portions of the larger technology solution, namely the services that customer organizations will invariably need to support these OS deployments. Support service offerings have substantial quantitative and qualitative implications over the lifetime of a deployment.

The Crimson research described in this white paper compared the operating system support offerings from Sun and Red Hat, including attributes of each service as well as an overall evaluation of the respective support organizations. While both Sun and Red Hat offer a similar lineup of subscription support offerings, Crimson research identified some compelling differences which should be considered carefully by those executives and IT managers evaluating investments in operating system environments.

In summary, Crimson analysis shows that:

- Sun subscription support offerings are lower in average price, are more flexible in terms of purchase and modification of subscription levels, and provide a compelling long-term cost of ownership advantage vis-à-vis Red Hat offerings.
- Sun provides faster response time, with live call transfer for high priority customer issues.
- Sun provides a longer product support lifecycle as compared to Red Hat.
- Sun has a much larger and broader support organization, with an estimated eighteen times the number of support personnel as compared to Red Hat.
- Sun provides several subscription support options for its open source OS, OpenSolaris.
- Sun has received recognition for its service and support, including being certified under the coveted J.D. Power and Associates Certified Technology Service and Support ProgramSM for "An Outstanding Customer Service Experience".⁶

⁶ Source: J.D. Power and Associates, October 2007. J.D. Power and Associates Certified Technology Service and Support ProgramSM, developed in conjunction with SSPA. For more information, visit www.jdpower.com or thesspa.com.



ABOUT CRIMSON CONSULTING

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- Research Analysis
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