



## Sun<sup>SM</sup> Preventive Services

### Proof Point for Major Automobile Manufacturer in the United States



Sun<sup>SM</sup> Preventive Services transforms IT service delivery by focusing on prevention. We help you manage risk to improve availability. We work with you to treat the root causes of problems, not just the symptoms, with the goal of achieving operational excellence.

At this auto manufacturer, a perception of poor reliability of the Sun systems existed. The customer had experienced significant system outages in their metal fabrication division, and significant issues in a truck division and a critical web server.

Initially, Sun conducted 15 system assessments in April 2000. For the systems, hardware, operating system, storage, and operational assessments were conducted. The system assessments revealed an average of 50 risks per system. As a result of this evaluation, 30 more system assessments in the United States and 12 in Europe were done between September 2000 and April 2002.

A variety of corrective actions were recommended and undertaken upon completion of the system assessments.

In some cases, a patch management process was implemented, along with FIN and FCO mitigation. In other cases, system configuration changes were made.

In the web hosting environment, clustered systems were implemented to meet the high level of service expected from the client.

In the metal fabrication division, changes were made to the physical environment of the data center, including improved temperature controls. The systems were also repositioned within the data center to improve operations.

It was not a single corrective action, but a combination of the activities described above that helped lead to improvements.

After the initial risk mitigation recommendations were implemented, additional system assessments were completed to determine the level of sustainable operations improvement. Also, Radiance service call data from six months before and after the assessments was compared to demonstrate impact.

The Sun assessments helped provide the customer with a holistic and elastic look at their data center health, identified risks, and helped set implemented plans for improvement. The result: improved data center health, performance and efficiency, as well as optimized resources and assets.

#### Tools used for measurement and implementation:

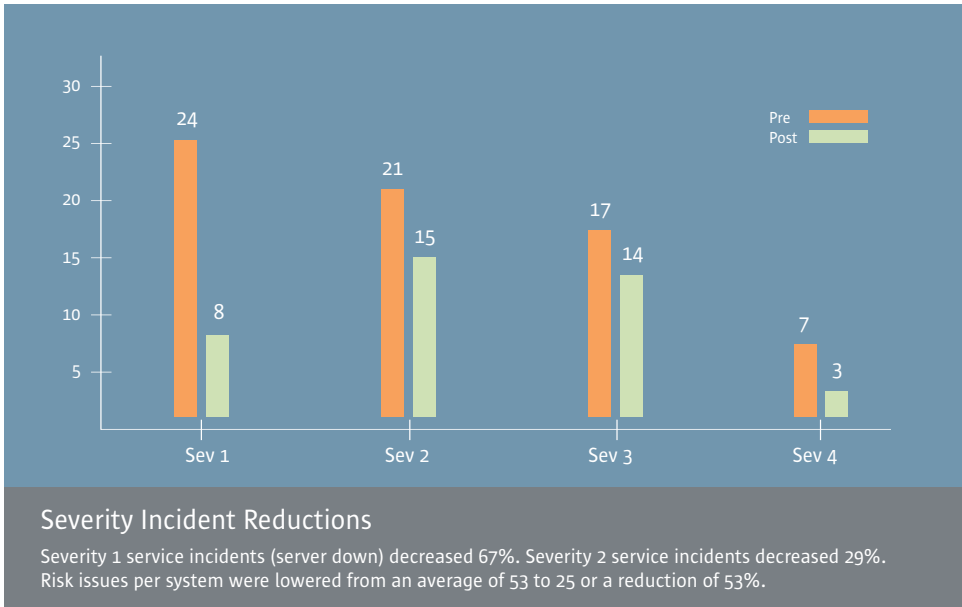
- Sun Remote Services
- Sun Management Center Software
- Automated Explorers
- Configuration Service Tracker (CST)
- Availability Measurement System (AMS)
- Enterprise Installation Standards (EIS)
- Sun RAS Profile Services

#### Data Center Environment

- Approximately 150 Sun servers, including Sun Enterprise™ 3500, 4500, 6500 and Sun Fire™ 10000 systems.

By addressing the issues identified from the system assessments, the following results were realized based on the key performance indicators:

- Severity 1 service incidents (server down) decreased 67%.
- Severity 2 service incidents decreased 29%.
- Risk issues per system were lowered from an average of 53 to 25 or a reduction of 53%.



Take the next step  
To learn more about Sun Preventive Services, contact your local Sun Sales Representative or Authorized Reseller or visit: [sun.com/preventive](http://sun.com/preventive)