



SunSM Preventive Services

Proof Point for Major United States
Technology Company in the Northeast



SunSM 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.

The customer's "as needed" patch management process had downgraded data center operations and impaired scalability. Some systems had not been updated for 2 years, and the company had no firmware update process. They had transitioned from one service provider to another, with additional preventive resources from Sun. A number of costly outages in the spring and summer of 2002 prompted the customer to follow Sun recommendations.

During the summer of 2002, Sun worked with this customer to monitor and measure Key Performance Indicators (KPIs) of risk. The KPIs included availability, unplanned outages and severity 1 service incidents.

Sun also collaborated with the customer to develop a comprehensive process for patching, patch management and preventive maintenance. The patch process was based on Sun's knowledge of best practices that addressed the risks associated with patch management, firmware upgrades, and configuration management. The new patch process also included the monitoring of KPIs using a variety of Sun tools and technology.

Other activities included regular reviews of improvement plans and actions, continued measurement and review of the KPIs, monitoring of environmental conditions, equipment tracking, review of personnel and policy changes, and call center reviews.

The mitigation of risk factors, and continual monitoring and measurement of Key Performance Indicators, provided a clear picture of the customer's data center health and enabled them to proactively plan and manage improvements and continually track progress. The customer's new focus on prevention and risk management resulted in improved data center health and increased availability.

There were no unplanned production outages of any kind that were attributed to the rollout of patches or configuration updates. In general, personnel reported that "things were quieter" and that there were fewer "fires to fight," a result of the new focus on prevention.

Tools used for measurement and implementation:

- Sun Net Connect Services
- Automated Explorer Assessments
- Configuration Service Tracker (CST)
- Availability Measurement System (AMS)
- Enterprise Installation Standards (EIS)

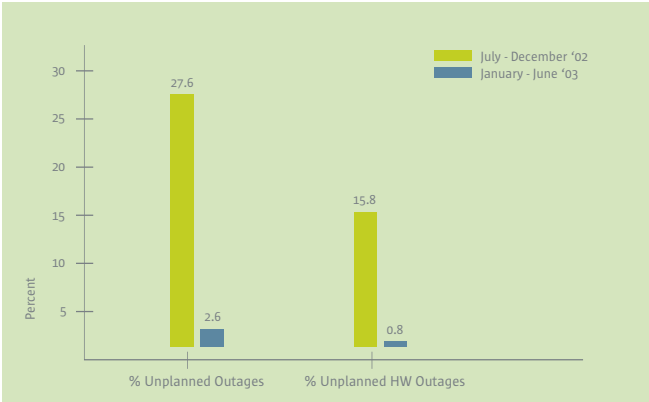
Data Center Environment

- Approximately 150 Sun servers, including Sun EnterpriseTM 220R, 4500, 6500, V880 and Sun FireTM 15000 systems.
- Sun StorEdgeTM servers A1000, D1000, A3500, T3, 9960 and 9980
- Software: Sun Cluster, Veritas Cluster, Solstice DiskSuiteTM, Veritas Volume Manager, Veritas Netbackup, and Solstice BackupTM

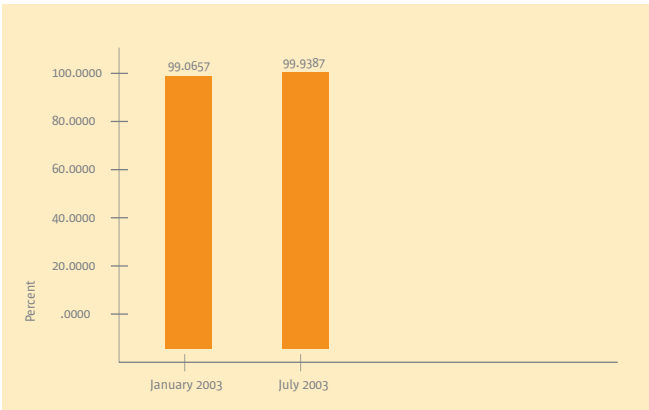
Key Performance Indicators showed the following results:

- Unplanned outages decreased from 27.6% of total outage time down to 2.6%
- Unplanned hardware outages declined from 15.8% to 0.8%
- Overall availability increased from 99.0 to 99.9387
- Severity 1 and 2 incidents decreased 30% over six months

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



Unplanned Outages
 Comparing July - December '02 to January - June '03, unplanned outages decreased from 27.6% of total outage time down to 2.6%; and unplanned hardware outages declined from 15.8% to 0.8%.



Overall Availability - January vs. July '03
 Overall availability at this data center increased from 99.0657% in January 2003 to 99.9387% in July 2003 (.88% increase).

