



SunSM Preventive Services

Achieve operational excellence by assessing risks to your datacenter's health, measuring improvements, and focusing on prevention.



In business, you don't wait for the competition to get ahead. You do your homework to maintain your advantage—study trends, track projects, and forecast results. Now you can apply that same intelligent approach to help your datacenter support your business goals.

Highlights

- Helps prevent problems before they happen through an enhanced methodology and risk analysis capabilities
- Delivers both preventive and reactive support services to help you avoid unplanned outages and recover quickly from incidents that do occur
- Focuses on people, processes, and products
- Provides an integrated mix of consulting, training, and support services
- Enables you to measure, monitor, and report on Key Performance Indicators (KPIs) so you can set goals for datacenter health, track improvements, and manage by business objective
- Leverages Sun's extensive knowledge-base, automation, and expertise

Managing your datacenter to your advantage

SunSM Preventive Services transforms IT service delivery by focusing on prevention. We help you identify, measure, and manage risk for continuous improvements in your datacenter's health. We work with you to treat the root causes of problems, not just the symptoms, with the goal of achieving operational excellence.

Preventive service and responsive support

To help identify risks that could lead to unplanned outages and expensive repairs, Sun Preventive Services assesses your entire IT environment—people, processes, and products. We help you expose leading risk indicators so you can make informed decisions about how to make improvements and manage your risk. And we work closely with your IT staff, giving them the benefit of Sun's knowledge assets, best practices, and methodologies, honing their skills and maximizing their effectiveness. At the same time, Sun Preventive Services gives you access to a full complement of support services that are tailored to your environment and delivered by experts. So when incidents do occur, you can restore full functionality quickly.

Simple, comprehensive support puts you ahead of the curve

Sun Preventive Services helps you maintain your target service levels today and cut total service costs substantially over time by rewarding your improved datacenter health with long-term savings. With one contract and one key contact at one price, we can help you simplify and reduce the cost of support administration. Bottom line: You can shift from crisis management to staying ahead of potential problems.

More than service calls, more than diagnostic tools, more than product focused

In an era of "do more with less," IT managers need a better way to articulate the value of IT investments. Traditional measures such as ROI, TCO, and system availability are no longer adequate because they provide only a one-dimensional view of the IT lifecycle. And by the time you run the numbers, downtime has already occurred, and it's too late to act on the information.

Looking at the people, process, and product issues that impact operational performance throughout the IT lifecycle, we help establish objective measures of risk to give you visibility into performance. You get information that enables you to manage risk and track improvements over time. You can determine quickly which risks are acceptable for your operations, and which require remedial action. You can decide what level of investment is justified to eliminate or reduce a particular risk. You can predict and manage for targeted results, rather than react to problems. You're more in control.

Plan and manage for continuous improvement

Sun Preventive Services offers comprehensive support that helps you take care of business in the datacenter.

Assess, improve, measure

- Lets you take the lead in improving your datacenter's health and fitness
- Helps you evaluate past IT investments and new options for improving service levels
- Helps you plan and manage for results and improvements

Multidimensional support—your competitive advantage

- Looks beyond the boxes—focuses on people, processes, and products
- Leverages the experience and expertise of Sun professionals
- Puts control and knowledge in your hands so you can make the best decisions about your datacenter operations

Simplified approach

- One contract covers all services for Sun products throughout your entire site
- One key point of contact
- Customized engagement and outcomes based on your unique datacenter risks and goals
- One price

Rewards for sustained improvement

- Financial incentives for achieving and maintaining a healthier IT environment
- Lower total service, operating, and downtime costs over time

Actively managing risk

- Helps you achieve operational excellence
- Measure and manage risk scientifically using KPIs
- Plan and manage for continuous improvement
- Improve your datacenter's health and get it fit and ready for business
- Simplify contract management and lower operating costs
- Reduce long-term service contract costs by maintaining datacenter fitness

Phased delivery and financial incentives

Sun Preventive Services provides consulting, training, and support services—all customized to your unique business needs. You and Sun work as a team to set target values for improvements based on KPIs of risk. Sun experts leverage multiple capabilities to help you achieve your goals using a phased approach: Get it right and keep it right.

Phase one: Get it right

We start with a comprehensive assessment of people, processes, and products, using our expertise and knowledgebase of specific, known risk factors to expose potential performance and operational problems in your IT environment. Our assessment includes factors such as system availability, security, environmental conditions, and operational processes. The goal is to identify gaps in your operational infrastructure that could lead to outages.

Based on the assessed risk, we establish baseline values for your KPIs of risk and work with you to set target values for improvement. We help create an improvement plan that covers people, processes, and products and then work closely with your IT staff to implement the plan. If the assessment shows skill gaps, Sun can provide classroom or Web-based training based on your needs. If Sun consultants identify security vulnerabilities in your mission-critical systems, we'll recommend prioritized corrective measures you can act on. Whatever it takes, Sun is with you to help get it right so that you can meet your most aggressive business objectives.

Phase two: Keep it right

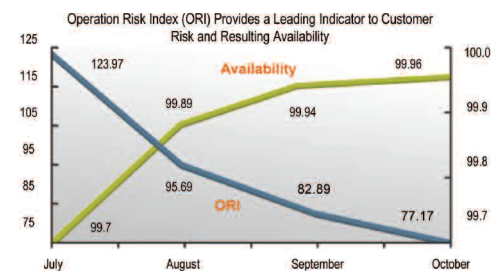
When you've reached your target KPI values and sustained them for 90 days, you can move to the keep it right phase and receive long-term savings for ongoing Sun Preventive Services. Sun helps you sustain the mutually agreed-upon KPI values by continually assessing your environment and providing appropriate services to measure and reduce risk, including reactive support. We help you keep it right so that you can lower your long-term service costs and move steadily toward operational excellence.

Real-world results

With customers and in Sun's own IT environment, Sun Preventive Services has helped improve system availability, decrease the number of incidents, and reduce the number of planned and unplanned outages. These results will vary based on your unique environment and business needs.

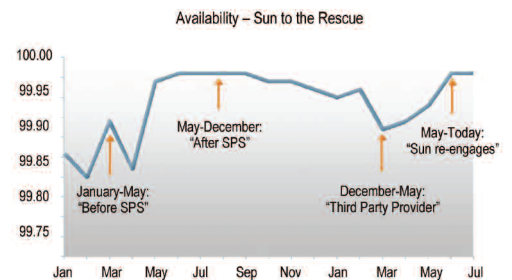
Managed risk

A European telecommunications company improved its overall service-level availability by managing risk. The graph shows how availability increased as operational risk decreased. Operational risk was measured by Operational Risk Index, a weighted average that takes into account the frequency and severity of past system failures.



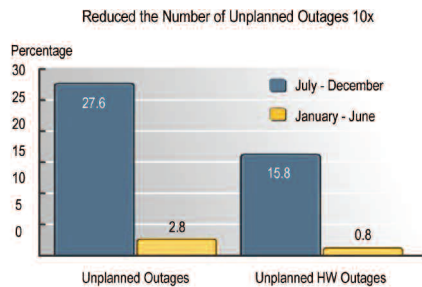
Improved availability

Before using Sun Preventive Services, this customer's portfolio of 7,000 systems had high variability in its aggregate availability and did not meet service-level expectations. After using Sun Preventive Services, the customer reduced variability and exceeded target service levels.



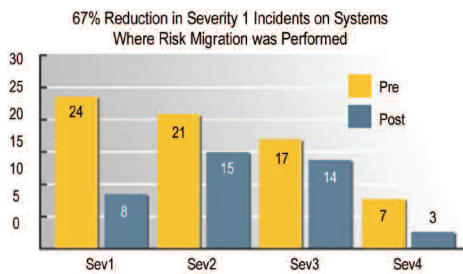
Fewer outages

This graph shows the total percentage of unplanned outages for a technology company. With Sun Preventive Services, Sun-accounted outages decreased from 27 percent of total customer outages to slightly more than 2 percent of total customer outages, and less than 1 percent of hardware outages.



Fewer incidents

In a six-month period of measurement, Sun Preventive Services helped this auto manufacturer reduce Severity One incidents by 67 percent. Incidents in other categories decreased as well.



KPIs

You manage your business by measuring factors such as product quality, sales revenues, and market share. Based on these measurements, you can take actions to eliminate problems, maximize performance and productivity, and gain competitive advantage. Sun Preventive Services uses the same concept of scientific measurement and management to improve datacenter health. We leverage our expertise and our knowledgebase to assess your risks, and measure the risks as KPIs and set targets for improvement. The KPIs we utilize can include:

- **Operational Risk Index (ORI)** – A weighted average of potential system risks that could impact operational performance. By monitoring ORI, you can compare your operational risk against your own past performance, against similar companies in your industry, or against your target levels. You can determine and maintain an acceptable level of operational risk across Sun systems in the datacenter.
- **Availability Index** – A measure of the ability of a component or IT service to perform its required function at a stated instant or over a stated period of time.
- **Employee Skills Index** – A measurement of operational risk based on the aggregate skill levels of your IT staff.
- **Process Maturity Index** – A measure of operational risks based on the use of industry best practices and procedures in the datacenter.
- **Service Incidents** – The total number of Service Incidents per month compared with the average number prior to Sun Preventive Services.

“Sun’s Preventive Services program is the first holistic approach to systems support that we’ve seen. It is helping us understand not only how to manage risk on Sun products, but also understand how our IT processes, people, and ultimately our business can directly benefit from this program.”

—Craig Page, Managing Director
Enterprise Data Centers, First Data Corporation

Availability Index and Service Incidents are lagging indicators of risk since they indicate problems that have already occurred. ORI, Employee Skills Index, and Process Maturity Index are leading indicators because they give you insight into the future of your datacenter’s health. By looking at leading indicators, you can identify problems before they happen and make improvements that help reduce risk and prevent problems.

With Sun Preventive Services, you choose which indicators are most relevant to your business and collaborate with Sun to determine what improvements you want to make. Then you leverage Sun’s expertise and proven methodologies to get the results you want. Rather than waiting for problems to happen, you can take the lead and manage risks before problems occur.

Turn your datacenter into a competitive advantage

Sun Preventive Services provides a realistic assessment of your datacenter's health, including identified risks, measurable indicators, and a plan for improvement. It's a holistic approach designed to help you reduce costly outages, achieve better availability and performance, and get your datacenter operations fit and ready to advance your most aggressive business goals.

Sun Preventive Services combines reactive support with preventive services, simplified management, and financial incentives for keeping your datacenter fit and healthy. So don't wait for problems to strike. Find out how Sun Preventive Services can give your datacenter a competitive advantage.

Learn More

To learn more about Sun Preventive Services, contact your local Sun sales representative or authorized reseller today or visit sun.com/preventive