



Sun's Connected Services for Storage

Get connected: Vital services for storage systems success



How much of your storage system cost is administration time for maintenance? How much do you pay for inefficiency and wasted time trying to find a problem and then taking action? What would it save you to replace some of that cost by implementing the no-cost connected services capabilities from Sun that are already included with your support contract?

Imagine: A disk fails on one of your storage libraries. The event telemetry is automatically sent directly to Sun, where a service request is automatically opened. A Sun service engineer contacts you to advise that a problem has been detected and what the next steps are. If appropriate, a field engineer will go to your location with the part and perform the installation. The time to repair is significantly less than it would have been without automating a request for service to Sun. Your administration costs are lower. And your peace of mind soars.

Highlights

- Leverage your Sun storage warranty or support agreement to cut your operating costs by enabling connected services at no cost
- Enable connected services easily and quickly
- Help increase return on your storage equipment investment and improve device availability by reducing time to repair by as much as 50%
- Help reduce personnel costs by requiring less involvement of your system staff in storage system remediation
- Increase focus on your core business by automating more of your storage system maintenance
- Enjoy greater peace of mind, knowing that maintenance alerts are sent automatically day or night, 24x7, resulting in quicker response and remediation

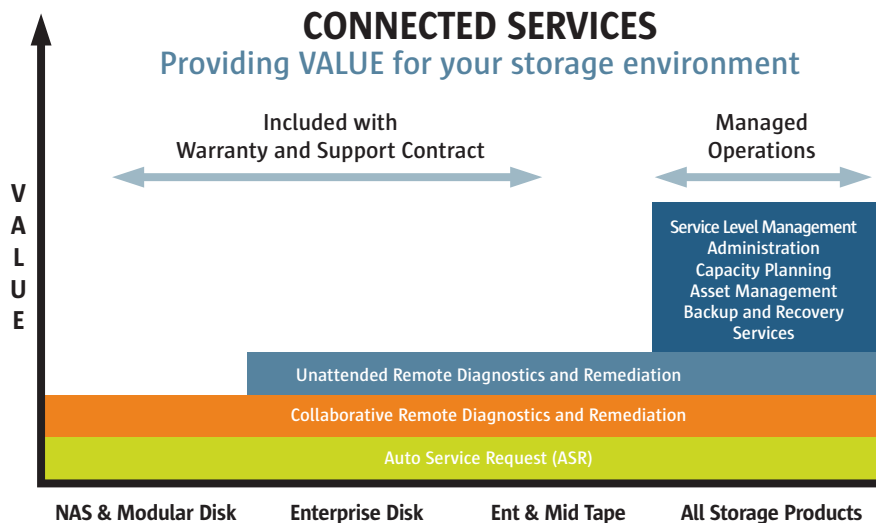
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Connected services are a set of services performed remotely for you in order to increase service availability, reduce administration time, maintain storage system performance, and manage datacenter environments more efficiently. Selected connected services capabilities are offered at no cost under product warranty and support contracts. Other more advanced and proactive capabilities, such as administration and management, can be delivered as part of the Sun™ Managed Operations Services portfolio.

These services are available on enterprise and midrange tape libraries, modular disk systems, and network-attached storage (NAS) appliances.

- **Auto Service Request (ASR)** uses fault telemetry to automatically initiate a service request and begin the problem resolution process as soon as a problem occurs.
- **Remote Diagnostics and Remediation**, true to its name, allows Sun's service engineers to remotely access customer systems to determine the appropriate service response and, if possible, to remotely resolve the diagnosed problem.

Two connected services capabilities included with support contracts that deliver faster problem resolution are Auto Service Request and Remote Diagnostics and Remediation.



Sun support

Sun's experienced support team provides flexible, personalized support options to help maximize efficiency and return on investment (ROI), while at the same time giving you greater confidence and satisfaction.

Security

Connecting storage devices externally often raises concerns about security. Sun's remote connect services for storages provide security on many different levels and gives you the flexibility to choose what works best for your unique situation. Some remote connect services are initiated by you, thereby only allowing connections with Sun under your guidance. You can also establish parameters so that communications only occur when desired.

Connect and save

If you take advantage of Sun's connected services capabilities, you can benefit from significantly faster problem-resolution time—as much as 50% faster. With its secure electronic connection between your storage environment and Sun's Technical Service Center, Sun's connected services permit immediate collection of event telemetry when a problem occurs, so the problem can be diagnosed and remedied more quickly. The results: Reduced time to repair. Less administration time involved in diagnostics and remediation. More confidence.

Benefit from this no-cost connection

There are many potential benefits of Sun's Auto Service Request and Remote Diagnostics and Remediation, including:

- No cost to enable or install if you have a Sun storage system warranty or support contract
- Reduction in time to repair; results have shown up to a 50% reduction in total time from service alert to completed repair
- Less phone time and fewer calls because diagnostic data is sent electronically
- Improved value from your Sun hardware
- Improved device availability
- Reduced involvement of your personnel in remediation, which helps to lower operations costs for you
- Peace of mind from the reliability of electronic system alerts, 24x7
- Ease of enabling the connection to your system

Learn more

For more information about how you can help maximize IT value with Sun's connected services, contact your Sun sales representative or authorized reseller, or visit sun.com/service/remotectstorage.

Connect today

If you own Sun StorageTek™ storage devices, you may already have Sun's connected services. All you have to do is enable the capabilities and they are yours to use. For additional details on how to connect your specific device, visit our Web site at sun.com/service/remotectstorage.

Why Sun?

For more than 25 years, Sun has relentlessly pursued a vision of connecting everyone and everything on the planet to the network. We have entered an era in network computing in which the business value of being connected has grown exponentially. To help your business realize the competitive advantage and operating efficiencies of this new era, we are tearing down the barriers of cost and complexity traditionally associated with acquiring and managing IT and replacing them with radical simplicity, predictability, and affordability.

CONNECTED SERVICES

