

Sun Hardware Service Plans

Take your hardware support to new heights



The SunSpectrumSM Support portfolio now includes an enhanced support offering designed to meet the unique needs of customers seeking hardware-only support: Sun Hardware Service Plans. With Sun Hardware Service Plans, you receive the services you need to help optimize performance and improve availability from the people who know Sun hardware best. Features include hardware service coverage, telephone and online technical support, knowledgebase access, and Sun alerts and notifications. What does all this mean to you? You can run your operations with confidence knowing you're backed by Sun.

Highlights

- An enhanced hardware-only support offering that leverages the levels of service available within the SunSpectrum Support portfolio
- An alternative for customers who are otherwise unable to reap the benefits of integrated hardware and OS support provided by a Sun System Service Plan for the Solaris or Windows OS
- A uniquely relevant support option for customers seeking hardware-only support on Sun systems running the Linux OS
- Optimal support for your unique hardware-only requirements — for one price per system per year
- Flexibility to choose a level of service that matches the criticality of each system
- Commitment to customers: Sun is named by the majority of those surveyed as the best overall performer related to product support¹

A higher level of service

You've come to expect the best in support from Sun. When you choose SunSpectrum Support, you receive the same, trusted Sun expertise across all our Service Plan options — whether we're providing support for your systems, storage, or software. And of course Sun Hardware Service Plans are no exception.

Understandably, you want the best IT product support available that you can obtain within your budget. That's why Sun helps you evaluate your options with a range of Service Plans that are built to suit Sun's products and your need for flexibility. This level of control helps you manage cost while also providing you with the services your networked environment requires.

When should you choose a Sun Hardware Service Plan?

Years ago, with the introduction of SunSpectrum Support, Sun set the standard for fully-integrated hardware and operating system (OS) service coverage. Today, the single-price, total-system approach provided by a Sun System Service Plan remains the best option if you are running the SolarisTM or Windows OS on your Sun hardware. Choose a Sun Hardware Service Plan only if you will not benefit from the value and ease of integrated hardware and OS support.

What about Linux? There are a variety of Linux licensing models, and to meet your unique needs, Sun offers Sun hardware and Linux support separately. Choose a Sun Hardware Service Plan to receive the hardware coverage you need and couple it with a Sun Software Service Plan for enterprise-class Linux support.

Sun Hardware Service Plans at-a-glance

Features	Platinum Service Plan	Gold 24/7 Service Plan	Silver Service Plan	Next Business Day Service Plan
Hardware Service Coverage	24/7 On-site within two hours	24/7 On-site within four hours	8-5, M-F Same business day	8-5, M-F Within one business day
Telephone and Online Technical Support	24/7 Live transfer	24/7 Live transfer	8-8, M-F Live transfer	8-5, M-F Live transfer
Knowledgebase Access	Yes	Yes	Yes	Yes
Sun Alerts and Notifications	Yes	Yes	Yes	Yes

- Availability of specific features, coverage hours, and response times may vary by location, product, or service level. Other limitations may apply.
- Response times are determined by customer-defined priority. Response times shown are for service requests designated by customer as "Priority 1."

¹TNS Prognostics Research, 2006

Sun Hardware Service Plan details

Feature	How it Works	Benefit
Hardware Service Coverage	Hardware service coverage features on-site service and parts replacement. You receive prompt, dependable service or parts based on the coverage hours and response time commitments defined in the Sun Hardware Service Plan you choose. To help enable a first-time fix, all replacement parts are Sun certified. For on-site service, Sun dispatches experienced field engineers who can also provide proactive part replacement in accordance with any Sun field change orders (FCOs).	With Sun hardware service coverage, you receive prompt, dependable service and you aren't exposed to unpredictable repair costs or missed FCOs.
Telephone and Online Technical Support	You can contact Sun for assistance within the coverage hours you choose (with no limit on the number of incidents). Through Sun's customer-defined priority process, you dictate Sun's response time and have access to live call transfer. As you move up to higher level plans, coverage hours broaden, response time commitments quicken, and issue escalation is accelerated.	Your service requests are handled swiftly, helping enable faster resolution.
Knowledgebase Access	You have around-the-clock access to a variety of exclusive technical resources including Sun's online knowledgebase, collaborative remote diagnosis, and complete collections of technical articles, features, and security papers.	These online resources help you prevent problems by arming your staff with the information needed to properly maintain your Sun hardware.
Sun Alerts and Notifications	You receive Sun Alerts for covered products, including those for which Sun is still working on a fix, providing you with an early warning system so you can get a jump start on risk mitigation. In addition, Sun provides special content in newsletters to keep you up-to-date on Sun Hardware Service Plan enhancements.	Direct communication and alerts from Sun help you confidently run your operations, knowing that you are working from the most current information.

• Availability of specific features, coverage hours, and response times may vary by location, product, or service level. Other limitations may apply.

Which Sun Hardware Service Plan is right for you?

Next Business Day Service Plan

The Next Business Day Service Plan includes the fundamental components you need to maintain your hardware, including hardware service coverage with one-day response, telephone and online technical support, and access to self-help tools and Sun notifications.

Silver Service Plan

The Silver Service Plan provides the basic services you need to manage and resolve technical issues more quickly, including hardware service coverage with same-day response, telephone and online technical support, and access to self-help tools and Sun notifications.

Gold 24/7 Service Plan

The Gold 24/7 Service Plan equips you with enhanced coverage to help you proactively maintain higher availability. Features include 24/7 hardware service coverage with four-hour response, 24/7 telephone and online technical support, and access to self-help tools and Sun notifications.

Platinum Service Plan

The Platinum Service Plan provides the coverage you need for mission-critical support. You receive 24/7 hardware service coverage with two-hour response, 24/7 telephone and online technical support, and access to self-help tools and Sun notifications.

Learn more

For more information about the SunSpectrum Support portfolio and Sun Hardware Service Plans, contact your Sun Sales Representative or Authorized Reseller or visit: sun.com/service/serviceplans