



SunSM Software Service Plans

Get the most value out of your Sun software



To get ahead in business today, you need to get more out of all of your resources—technology, people, systems, and software. The SunSpectrumSM Support portfolio includes offerings designed to help you get the most out of your investment in Sun software and stay ahead in the quest to help reduce your total cost of ownership: SunSM Software Service Plans.

Highlights

- The specialized services you need to support your Sun software—for one price per product per year
- Flexibility to choose a Service Plan that matches the criticality of your solution
- Online resources and software releases and updates (patches) help you stay up to date and avoid potential problems before they impact software performance
- Technical support assistance backed by the engineers who wrote the code
- Interoperability assistance means you benefit from synergies that go beyond each company's individual capabilities—without the typical finger-pointing
- Access to named support engineers who have critical knowledge about your mission-critical environment and can provide solution-oriented support

Sun Software Service Plans

Sun Software Service Plans take a simple approach to comprehensive software support. You receive the expertise and tools necessary to help keep your business on track with easy, one-stop shopping. Take advantage of experienced support engineers who are available around the clock to help you identify and resolve technical issues with your Sun software.

Extending far beyond traditional break-fix technical support, Sun Software Service Plans include features such as software releases and updates (patches), self-help tools, and notifications. The result? You can stay up to date, speed resolution, and even help avoid potential problems before they impact software performance.

In addition, Sun Software Service Plans offer specialized services that give you the personalized support you need in today's demanding business world. If you have a more complex software solution, you may benefit from the following features:

- Customer-focused support team
- Customer advocate
- Sun Vendor Integration Program (SunVIPSM)

Customer-focused support team

These named support engineers gain a critical understanding of your environment, which allows them to better anticipate technical hurdles and provide best practice based resolutions. If problems do occur, they have the knowledge and expertise to help fix them—and fix them fast.

Customer advocate

Through a direct relationship with your organization, a customer advocate acts as a single point of contact for escalation management, support performance controlling, and information access. You receive up-to-the-minute information about support issues along with quarterly reviews and reporting of technical support performance.

SunVIPSM

We understand the components of your network don't run in isolation, they interoperate. SunVIPSM helps you gain confidence in your business infrastructure knowing that seamless cooperative support is available to help diagnose and drive resolution if interoperability issues arise. When support engineers from Sun and SunVIP vendors work together, you benefit from synergies that go beyond each company's individual capabilities—without the typical finger-pointing.

Sun Software Service Plans at-a-glance

Features	Premium Plus Service Plan	Premium Service Plan	Standard Service Plan	Basic Service Plan
Customer-Focused Support Team	Yes	No	No	No
Customer Advocate	Yes	No	No	No
Online and Telephone Technical Support	24/7 immediate assistance	24/7 immediate assistance	12/5 four-hour response	No
SunVIP Interop Support	Yes	Yes	No	No
Knowledge Base Access	Yes	Yes	Yes	Yes
Software Releases	Yes	Yes	Yes	Yes
On-Demand Software Updates	Yes	Yes	Yes	Yes
SunSpectrum Bundled Training	Yes	Yes	Yes	Yes

- Availability of level of service, specific features, coverage hours, and response times may vary by location or product. 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."

Sun support—a higher standard of service

At Sun, we're continuously looking at the customer experience to help us provide ongoing service enhancements. And we don't do this in the dark. We ask our customers questions about the ease of reaching us for service, response time, technical competency, effectiveness of resolution, professionalism, and the quality of our services. We analyze and trend feedback so we can increase the quality of our support. The goal is to provide you with a higher standard of service, which is what you've come to expect from Sun support.

By using community-based open source Sun products, we're getting the benefits of quality open standards Sun technology backed by excellent, cost-effective Sun support."

— Greg Luck, Chief Architect, Wotif.com

Feature	How it Works	Benefit
Customer-Focused Support Team	You work with a team of named support engineers who maintain in-house knowledge of your solution and add the value of specialized expertise on solution-relevant technologies.	This relationship-based service gives you access to support engineering resources who have critical knowledge about your Sun software solution and its environment, helping speed resolution.
Customer Advocate	You have a shared resource that knows your environment and interfaces between your company and Sun technical support and software engineering.	You have a single point of contact for escalation management, support performance controlling, and information access.
Online and Telephone 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 select 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.
SunVIP Interop Support	If you encounter an issue that you believe involves a Sun product, but perhaps another vendor's product as well, you can call Sun. Sun will assist with multivendor collaborative troubleshooting by tapping into relationships with more than 100 top IT vendors and joint service centers.	You don't get caught in the middle — SunVIP provides a customer-focused solution for expediting resolution of frustrating problems that cannot be readily attributed to a particular vendor.
Knowledge Base Access	You have around-the-clock access to a variety of exclusive technical resources including Sun's online knowledge base, 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 manage your storage systems.
Software Releases	You have access to the latest software releases and accompanying documentation as part of your coverage.	Stay up-to-date on the latest releases while avoiding separate licensing and/or software subscription fees.
On-Demand Software Updates	You receive on-demand access to updates and patches for Sun software.	With on-demand access to updates, you have what you need to keep your systems updated and secure.
SunSpectrum Bundled Training	Through collaboration with Sun Learning services, Sun System Service Plan customers are entitled to Web-based training modules and video tutorials at no additional charge. Sites that reach or exceed a SunSpectrum contract value threshold, can receive credits toward additional training with Sun.	Courseware that complements your product(s) helps you keep pace with changing technology.

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

Which Service Plan is right for you?

With increasingly complex environments and interdependent systems, uptime and availability are more important than ever. Understandably, you want the best software support available that you can obtain within your budget. Sun helps you evaluate your options with a range of Service Plans that are built to suit Sun's software products and your need for flexibility. This level of control helps you manage cost while also providing you with services that match your unique needs. You get the service and support you need from the people who know Sun best—experienced engineers with direct access to Sun-developed source code as well as joint support centers with key software partners.

Basic Service Plan

For some software, you may not need access to Sun engineers via technical support. That's why the Basic Service Plan provides only the fundamental components necessary to help you identify the cause of a problem and evaluate the right resolution strategy. Features include software releases and updates, self-help tools, and notifications.

Standard Service Plan

The Standard Service Plan provides the basic services you need to manage and resolve technical issues more quickly. Features include online and telephone technical support, software releases and updates, self-help tools, and notifications.

Premium Service Plan

The Premium Service Plan equips you with enhanced coverage to help you keep your applications on track and available. Features include 24/7 online and telephone technical support, SunVIP interoperability support, software releases and updates, self-help tools, and notifications.

Premium Plus Service Plan

The Premium Plus Service Plan gives you the personalized support you need for complex software solutions. In addition to the features included in the Premium Service Plan—including 24/7 online and telephone technical support, SunVIP interoperability support, software releases and updates, self-help tools, and notifications—you receive a customer focused support team with critical knowledge of your solution to resolve technical issues faster and a customer advocate who acts as a single point of contact between you and Sun's support organization.

Learn More.

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

Why SunSpectrum Support?

In addition to Sun Software Service Plans, the SunSpectrum Support portfolio includes service plans for systems and storage that deliver responsive, consistent service quality to help you achieve high availability within your IT infrastructure. Rest assured that you receive the same, trusted Sun expertise across all our Service Plan options—whether we're providing support for your systems, storage, or software.

With SunSpectrum Support, you maintain control by selecting the precise level of service you need for individual system performance. As you move up to higher level plans, coverage hours broaden, response time commitments quicken, and issue escalation is accelerated. Simply choose any or all of the Sun Service Plans you need, and relax. Your coverage is all under one Sun.