



Sun System Service Plans for Solaris™

Take your system support to new heights



When expert technical assistance for your systems is critical to your business, turn to Sun for support. Years ago, Sun set the standard for fully integrated hardware and operating system coverage. Today, the single-price, total-system approach provided by a Sun System Service Plan for Solaris™ remains the best option if you're running the Solaris Operating System (OS)³ on your Sun hardware.

Highlights

- The value and ease of integrated hardware and Solaris OS³ support
- The specialized services you need to support your Sun systems—for one price per product per year
- Resources for proactive system management so you can keep your environment—and your business—running efficiently
- 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
- Proven return on investment²

More choice. Greater confidence.

Sun System Service Plans extend far beyond traditional break-fix services by delivering the proactive services and responsive, consistent service quality you need to help you achieve high availability within your IT infrastructure. You can benefit from integrated hardware and Solaris OS³ support that offers four levels of service. Match your unique requirements by choosing from different coverage hours and response times for hardware service coverage and technical support, up to 24x7. With our worldwide network of experienced support personnel and our commitment to quality of support⁴, Sun is uniquely qualified to provide the level of availability and stable, responsive service you demand.

The result? You can help reduce system management costs and complexity while improving performance.

Don't get caught in the middle

We understand the components of your IT infrastructure don't run in isolation, they interoperate. Sun System Service Plan features, such as the Sun Vendor Integration Program (SunVIPSM) help 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.

³ Or Open Solaris OS

⁴ Sun ranked #1 compared to Dell, IBM, and Microsoft for quality of service and support, efficiency of ordering/delivery, and price of products and services, *IT Supplier Impact and Performance Survey*, The Register, January 2006

¹ TNS Prognostics Research, 2006

² Based on Total Economic Impact of SunSpectrum Service Plans, study by Forrester Research, April 2005

Sun System Service Plans for Solaris at-a-glance

Features	Platinum Service Plan	Gold Service Plan	Silver Service Plan	Bronze Service Plan
Hardware Service Coverage	24x7 Onsite within two hours	8-8, M-F ¹ Onsite within four hours	8-5, M-F Onsite within four hours	Replacement parts within two business days
Telephone and Online Technical Support	24x7 Live transfer	24x7 Live transfer	8-8, M-F Live transfer	8-5, M-F Four-hour response
SunVIP SM Interop Support	Yes	Yes	No	No
Knowledgebase Access	Yes	Yes	Yes	Yes
Solaris Releases	Yes	Yes	Yes	Yes
On-Demand Solaris Updates	Yes	Yes	Yes	Yes
Sun Alerts and Notifications	Yes	Yes	Yes	Yes
SunSpectrum SM Bundled Training	Yes	Yes	Yes	Yes
Sun System Analysis	Yes	No	No	No

- 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."
- Business hours may vary by country. Excludes weekends and holidays.

¹ Option to extend to 24x7, four-hour onsite service.

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.

**Sun is named by the majority of those surveyed as the
best overall performer related to product support.
—TNS Prognostics Research, 2006**

Feature	How it Works	Benefit
Hardware Service Coverage	Hardware service coverage features onsite service (Silver, Gold, and Platinum) or parts replacement coverage (Bronze). You receive prompt, dependable service or parts based on the coverage hours and response time commitments defined in the Sun System Service Plan you choose. To help enable a first-time fix, all replacement parts are Sun certified. For onsite 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 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	Sun System Service Plan customers can use SunVIP to initiate support when they are unsure where the problem lies. If you encounter an issue that you believe involves Sun product, but perhaps another vendor's product/s 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.
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.	Take advantage of faster problem resolution, troubleshooting, and remediation.
Solaris Releases	You receive access to new Solaris releases and accompanying documentation as part of your coverage. Electronic download or delivery through the Sun Update Connection are the default mechanisms, however, major releases are typically shipped as physical media kits. If you prefer to receive physical media kits, this option is available for a nominal charge.	You have access to the latest Solaris functionality and avoid separate upgrade licensing fees (for Solaris 8 or 9) and software subscription fees (Solaris 10).
On-Demand Solaris Updates	You receive on-demand access to updates/patches for Solaris. You can utilize Sun's 24x7 online patch repository exclusive to SunSpectrum Support members or take advantage of Sun Update Connection service, which gives you automatic notification of updates, categorization and dependency checking, and the ability to do multi-system updating.	With on-demand access to updates, you have what you need to keep your systems updated and secure.
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 System 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.
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.
Sun System Analysis	With the Platinum Service Plan, you receive a subscription to Sun System Analysis. This powerful, on-demand configuration analysis service is a must for mission-critical systems. The recommendations you receive are prioritized in order of risk and are delivered via a secure, easy-to-use interface.	Access to this unique feature enables you to take a more proactive approach to system management.

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

Which Sun System Service Plan for Solaris is right for you?

With increasingly complex environments and interdependent systems, uptime and availability continue to become even more important. Understandably, you want the best IT product 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 products and your need for flexibility. That means you can have one overarching SunSpectrum Support agreement, but still choose the precise level of service you need for individual system performance. This level of control is designed to help you manage cost while also providing you with the services your IT infrastructure requires.

Bronze Service Plan

The Bronze Service Plan includes the fundamental components you need to maintain your systems, including replacement parts coverage, telephone and online technical support, Solaris releases and updates, 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 onsite hardware service coverage, telephone and online technical support, Solaris releases and updates, and access to self-help tools and Sun notifications.

Gold Service Plan

The Gold Service Plan equips you with enhanced coverage to help you maintain higher availability. Features include hardware service during extended business hours (with the option to extend to 24/7, four-hour onsite service), 24x7 telephone and online technical support, Solaris releases and updates, access to self-help tools and Sun notifications, and additional specialized services, including SunVIP interoperability support.

Platinum Service Plan

The Platinum Service Plan helps enable you to achieve maximum system availability when every minute counts. Designed with advanced tools and processes for your mission-critical systems, this robust level of service integrates specialized services, including SunVIP interoperability support, with the highest priority response available exclusively to Platinum customers: 24x7 onsite hardware service coverage and 24x7 telephone and online technical support.

Learn More

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