

Sun Time-to-Repair Service

Meeting your service level agreements



In today's competitive environment, companies are doing everything to maintain customer loyalty and ensure that service-level commitments are met. One way to achieve these objectives is through robust system support that focuses on preemptive services and rapid restoration.

Sun's Time-to-Repair service brings mission-critical support to a new level by augmenting Sun's capabilities with specific repair-time commitments. While traditional support agreements describe service in terms of onsite response times, this support service commits to repairing your hardware within a specified period of time—from four to forty eight hours—to help you meet your service level agreements with your customers.

With this repair-time commitment, you can improve operational planning to help minimize the impact of an outage and ensure that you're ready to restart the system as soon as the hardware failure is corrected. In addition, you can set the expectations of your end-user community regarding how long the outage will last and when the system will be back online. To support this commitment, Sun shares in your risk by backing the repair time with a penalty if the commitment is not met.

Technical support and onsite service

Sun support engineers are available around-the-clock to provide assistance when needed. Your calls are transferred directly to our product experts for prompt resolution. As a Time-to-Repair service customer, your service requests follow a strict problem escalation process that brings highly targeted technical skills to bear. In addition, through your SunSpectrum contract, you have 24/7 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.

Sun's Time-to-Repair commitment

At the heart of the Sun's Time-to-Repair service is a commitment to repair systems within a specified period of time. The repair time is driven by the proximity of your system to the closest Sun service center and regional spares location:

Highlights

- Commits to repairing your hardware within a specific period of time
- Improves operational planning to help minimize the impact of an outage
- Shared risk – repair time backed by Sun with penalty if commitment is not met
- Set customer expectations for system availability when outage occurs

Mission-critical support backed by a repair time commitment

Committed Repair Time	Distance/Requirements
Four (4) hours	Requires site-resident spares and 24/7 onsite engineering support
Six (6) hours	30 miles (50 km) or less from a service center
Eight (8) hours	31-60 miles (50-100 km) from a service center
12, 24, 48 hour repair times	Available beyond 60 miles (100 km) from a service center. Please contact your local Sun Services representative for additional details.

The Time-to-Repair service commitment is measured by the time between the start and the end of the service outage. An outage begins when you log a customer-defined Priority 1 System Down or Storage Down call in Sun's call-handling system. An outage ends when:

- **For server hardware failure** – The system has run a successful Power On Self Test (POST) or returned to the BIOS level, has found a boot device and started to boot
- **For storage hardware failure** – Storage device responds to I/O requests

Please note that scheduled or planned downtime is excluded from the Time-to-Repair service.

Mission-critical support

The systems covered under a Time-to-Repair contract require SunSpectrum Gold 7x24 or Platinum contract coverage also. With these SunSpectrum levels of service, in addition to the repair commitment delivered by the Time-to-Repair offering, your SunSpectrum contract

delivers comprehensive mission-critical support services, technical support and on-site services such as:

- 24/7 online and telephone technical support
- Software support such as Solaris release updates and patches
- Account management services, such as account planning and technical skills assessments

Please contact your Sun Sales Representative for a complete list of these services

Qualifying customers

Qualifying customers need an onsite Sun certified systems administrator. Your system must be installed following Sun's Enterprise Installation Service standards and qualify for SunSpectrum Platinum or Gold 7x24SM support. Sun may also perform a system check prior to the engagement.

Backing up our commitment

Sun backs up its commitment with a formalized penalty structure. Each quarter, the assigned Sun Service Account Manager reviews Time-to-Repair performance and delivers a detailed report. If Sun did not meet the committed repair time, you receive a credit for the equivalent of one month of service per referring system per quarter. Credits may be used to purchase any new Sun product or service.

Learn More

For more information on Sun's Time-to-Repair Service, contact your Sun Sales Representative or authorized Sun reseller or visit sun.com/service/serviceplans/time-to-repair

What products are covered?

All Sun server systems and storage systems are eligible. Time-to-Repair covers only hardware-related problems. Products not eligible for Time-to-Repair include Workstations and SunRay products, third-party products, networking and switching equipment, and gray market systems.

Account Management services

Time-to-Repair customers have a Sun Account Manager who will manage and report on Time-to-Repair related activities at the customer site.