

SunSM System Service Plans for Windows

Take your system support to new heights



World-class, integrated hardware and operating system support

When expert technical assistance for your systems is critical to your business, you can 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 Windows remains the best option if you're running the Windows Operating System (OS) on your Sun hardware.

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 Windows OS support that includes 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 24/7. With our worldwide network of experienced support personnel and our commitment to quality of support³, Sun is uniquely qualified to provide the level of availability and stable, responsive service you demand.

More choice. Greater confidence.

Sun System Service Plans for Windows give you more choice when it comes to system support for x64 systems, and also enhance the excellent performance and functionality of the Sun FireTM x64 server line and Sun x64 workstations. If your application platforms are running on the Windows OS, you can now deploy x64 systems with greater confidence, knowing that both your hardware and operating system are covered by the same world-class services organization.

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

Highlights

- The value and ease of integrated hardware and Windows OS support
- The specialized services you need to support your x64 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

Sun System Service Plans for Windows at-a-glance

Features	Platinum Service Plan	Gold Service Plan	Silver Service Plan	Bronze Service Plan
Hardware Service Coverage	24/7 On-site within two hours	8-8, M-F On-site within four hours	8-5, M-F On-site within four hours	Replacement parts within two business days
Telephone and Online Technical Support	24/7 Live transfer	24/7 Live transfer	8-8, M-F Live transfer	8-5, M-F Four-hour response
Knowledge Base 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

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

³Sun 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

Sun System Service Plans for Windows 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.
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 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 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.

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Which Service Plan is right for you?

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, 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 on-site hardware service coverage, telephone and online technical support, and access to self-help tools and Sun notifications.

Gold Service Plan

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

Platinum Service Plan

The Platinum Service Plan helps you achieve maximum system availability when every minute counts. Designed for your mission-critical systems, this level of service provides 24/7 on-site hardware service coverage, 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 System Service Plans for Windows, contact your Sun Sales Representative or Authorized Reseller or visit: sun.com/service/serviceplans