

Sun Solution Support Services



One-stop maintenance and technical support for your integrated Sun solution



As organizations buy and implement more integrated hardware/software solutions, deployment time and manageability have greatly improved, however, someone still needs to take care of the ongoing maintenance and support of the solution and all its individual components. Sun can help. With Sun's solution support services, you can receive the services and support you need to get the full value from your Sun solution. With a single point-of-contact and direct access to technical experts, Sun makes it easy. After all, it wouldn't really be a total solution without total support.

Highlights

- Single point-of-contact
- Integrated, whole-solution coverage
- Can include open source or project-specific software
- Interoperability support for boundary technologies
- Remote and/or on-site support resources
- One contract. One price.
- Award-winning quality-of-service

Getting the most of your solution

You've researched alternatives, chosen vendors and products, invested in the hardware, software and services to get the solution up and running. So far, so good, but as you know, it's not time to claim victory – not yet. The real measure of success will come from how well the solution delivers – today, tomorrow, next week, and next year. That takes focused 24/7 support, preventive care, and, as important, direct access to the experts and the technical resources that can help you squeeze every last bit of value, utilization and performance from your solution. With Sun's solution support, you get the help you need and the results your customers demand.

You're covered

When you purchase an integrated solution from Sun, you can count on reliable, comprehensive support. Whether your solution is based on a pre-architected, ready-to-deploy Sun Rapid Solution or it's a one-of-a-kind custom implementation,

you're covered. Whether your solution is made up completely of Sun hardware and software or a combination of Sun, third-party, open source and project-specific code and technologies, you're covered. With Sun's solution support you can have a single point-of-contact for service issues and questions. Sun takes care of the rest.

Accelerated problem diagnosis and resolution

You have SLAs to meet and other demands on your time so Sun has established efficient call management processes and network-enabled automatic service request capabilities to help ensure problems are diagnosed and resolved quickly. Rather than getting bogged down in troubleshooting complicated hardware or software issues, you can simply rely on Sun to sort through them and provide a solution. What's more, Sun's approach to maintenance and technical support takes into account your larger environment and the interoperability of your Sun solution with boundary network components, systems and applications.

Supporting the interoperability of your solution with your larger environment

With our SunVIP Interop Support feature, you don't have to experience the frustration of finding someone to take responsibility of multivendor interoperability issues or having to reiterate the same problem to multiple people, multiple times. SunVIP leverages cooperative support agreements with leading technology providers to bridge the gap between vendor service organizations for our mutual support customers. Since 1996, Sun has grown this network to over 100 providers – likely including many or all of your key technology suppliers. If you encounter an issue and you can't isolate the problem to your Sun solution or some other product or software stack, all you do is contact Sun. Sun then works collaboratively with participating providers to expedite diagnosis and resolution. It's solution support that goes beyond even the solution itself.

Designing your perfect service plan

With Sun's solution support, we work with you to build the service and support plan that's right for your solution, right for your staff, right for your SLAs and right for your budget. The plan will encompass maintenance, repair services, technical support and subscriptions or licensing, as applicable, for any Sun, open source, 3rd party or custom software. In addition to assistance via telephone, web, network connection and on-site visits, site-dedicated resources and spare parts stocking are also available for situations that demand it. Of course, the services available can and will vary based on the component technologies within your Sun solution as well as the physical location of the installed solution.

About SunSpectrumSM Support

Sun's solution support services are a part of SunSpectrum Support – a comprehensive portfolio of offerings ranging from basic hardware service plans and software subscriptions to solution support and site-wide coverage. As such, the service plan we put together for supporting your solution can likely be directly added to any existing SunSpectrum support contract you may have with Sun, further simplifying billing, administration, asset tracking and service level balancing.

Why Sun?

Sun's highly technical and experienced support staff stands ready to provide the award-winning support Sun is known for. You can expect the same great service that our customers rate nearly a 5 out of 5, on average, in post-call surveys. No wonder SunSpectrum Support ranks as a top reason why current customers say they would recommend Sun to others. It's coverage that not only provides rapid response and resolution, but also preventive care and help getting the most of your solution investment.

Learn More

To learn more about Sun's solution support services, visit sun.com/service or contact your local Sun Sales office or Sun Authorized Reseller.