

# Sun<sup>SM</sup> Solution Support Engineering Services

Proactive advisory and responsive services throughout the lifecycle of your Sun solution that help you improve availability and reduce support costs.



**Today's competitive market demands that you consistently maintain high availability, decrease unplanned outages, and maximize efficiencies.**

Calling technical support when you have an issue just isn't enough. You need someone who knows the ins and outs of your environment to help you prevent problems before they impact your business. And if problems do occur, you want them fixed — and fixed fast.

## Key Highlights

- Helps increase availability and reduce support costs by building supportability into the design and architecture of your Sun solution
- Gives you access to experts who have critical knowledge about your Sun solution and its environment
- Provides support throughout the design, development, testing, and production phases of the solution lifecycle
- Helps you deploy your solution faster and more cost effectively by taking a proactive approach to support
- Part of a family of services that provides a holistic approach to the support and management of your Sun solution

From building supportability into your solution to helping prevent problems before they occur, Sun Solution Support Engineering Services can help you improve availability and reduce support costs. Sun is involved throughout the Sun solution lifecycle, giving Sun experts in-depth knowledge about your environment so they can effectively diagnose and resolve issues when they arise. Sun Solution Support Engineering Services addresses your entire solution, including Sun products, non Sun products, and the Sun software customization required to integrate the components, helping drive simplification so you can focus on your core business.

## Knowledge Gives You Power

Sun Solution Support Engineering Services provides an assigned engineer or team of engineers from Sun to deliver proactive advisory and responsive services that help improve the serviceability and availability of your solution. These experts have critical knowledge about your Sun solution and its environment, so you get continued guidance on best practices, problem avoidance, and support from them throughout the design, development, testing, and production phases of the solution lifecycle. You can feel confident that specialist expertise is readily available for preemptive support and in the event of an issue.

## Designed with Supportability in Mind

Sun Solution Support Engineering Services builds the foundation for improved availability and

reduced support costs by beginning with a focus on supportability as part of the design and architecture of your solution. Sun performs a technical support assessment of the solution and recommends adding serviceability design features, helping result in minimal downtime once the solution is in operation, both for planned maintenance and unplanned outages. The goal is to anticipate and resolve issues so you can deploy your solution faster and more cost effectively.

## Stay Ahead of the Curve

By delivering both preventive and reactive support services, Sun Solution Support Engineering Services helps you avoid unplanned outages and recover quickly from incidents that do occur. The assigned engineer(s) acts as a virtual member of your team, working with you to identify and resolve issues that may impact your solution. Proactive services include designing for manageability, performance and capacity planning, and patch and upgrade recommendations.

## Ease Complexity with Lifecycle Support

Using point offerings at various phases of your solution lifecycle can be complicated. Wouldn't you rather have continuity in your support? Sun Solution Support Engineering Services provides proactive advisory and responsive services throughout the solution lifecycle, helping reduce the complexity of managing your Sun solution so you can save valuable time and resources.

At each phase of the solution lifecycle, Sun may complete the following activities:

- **Architect:** Sun works with you to capture business and service requirements and design rationale; advises on designing for manageability.
- **Development:** Sun advises on development; captures customizations and configurations; facilitates communications with the appropriate product teams; coordinates issues that involve multiple products.
- **Integrate, test, and deploy:** Sun advises on test strategies; conducts pre-deployment checks; captures configurations; collects baseline performance metrics; acts as a single point of resolution for multi-vendor integration issues.
- **Manage:** Sun monitors and analyzes demand and performance trends; recommends scaling activities; completes accurate assessment of multiple root causes.
- **Improve:** Sun recommends patch and upgrade strategy; tracks alerts and field notices; works with developers to communicate and capture business requirements and

design rationale for the next revision of the solution.

### A Family of Support Services for Sun Solutions

Your solution has components that work together, so shouldn't your support do the same? Sun Solution Support Engineering Services is part of a family of services that maintains the technical integrity of your complete Sun solution throughout its lifecycle. Sun consolidates support for Sun products, non Sun products, and Sun custom code into a jointly-defined service agreement, providing a single point of responsibility. This holistic approach helps reduce the complexity of managing your Sun solution and eases the workload of your busy IT staff.

Additional support services for Sun solutions include:

- Sun Solution Support Services
- Sun Solution Support Assessment
- Sun Managed Solution Support Services

### Learn More

To learn more about Sun Solution Support Engineering Services or other support services for Sun solutions, visit [sun.com/service/solutionsupport](http://sun.com/service/solutionsupport) or contact your Sun sales representative or authorized reseller.

### Why Sun?

Simply put, we know Sun products best. This knowledge combined with an understanding of the Sun software customization required to link your solution together means we can help you reduce cost and complexity. Sun takes a holistic approach to support, teaming with best-of-breed partners throughout the development, support, and management of your complete Sun solution.

Support services for Sun solutions	
Sun Solution Support Services	<ul style="list-style-type: none"> <li>• Sun solution support</li> <li>• Sun custom code support</li> <li>• Sun solution support partner management</li> </ul>
Sun Solution Support Engineering Services	<ul style="list-style-type: none"> <li>• Proactive and responsive lifecycle services</li> <li>• Assigned Sun engineer(s)</li> </ul>
Sun Solution Support Assessment	<ul style="list-style-type: none"> <li>• Supportability review</li> </ul>
Sun Managed Solution Support Services	<ul style="list-style-type: none"> <li>• Sun solution support</li> <li>• Sun custom code support</li> <li>• Sun solution support partner management</li> <li>• Remote management of your Sun solution</li> </ul>