

Sun StorageTekSM Service Plans

Maximize and protect your investments



Highlights

- Preventive, proactive, and preemptive system management that can increase IT performance and datacenter availability
- Seamless coverage for your OS and embedded software (for applicable products)
- Innovative tools and resources that keep up with the latest storage and open storage technology
- Installation of the latest firmware updates to improve system functionality
- Collaborative multi-vendor approach to complex interoperability issues
- Training credits to keep your IT staff at peak performance
- 24x7 access to Sun's online Knowledge Repository, collaborative remote diagnosis, collections of technical articles, Sun Alerts and notifications



We know that getting a return on your new storage technology investments is critical. You want to get the maximum benefit possible from the latest innovations—including a positive effect on your actual business performance.

At Sun, our people are driven to help you turn technology into a competitive advantage with the solutions we support every day. As storage products evolve, so do our services, tools, and resources. Sun's dedicated and knowledgeable professionals help design, build, and support these industry-leading products so you get the best service possible—from the source. Every day our experts work tirelessly to increase your IT performance and datacenter availability to their highest possible levels. Cutting-edge features, such as remote diagnostics, online tools, and the Sun Vendor Integration Program (SunVIPSM), help you—and us—be proactive in making downtime a thing of the past.

Plus, Auto Service Requests and support for the Solaris™ OS and embedded software keep up with new technology advancements to offer you even more investment protection.

So when you choose to cover your products with award-recognized Sun StorageTekSM Service Plans, you get indispensable support that helps you improve ROI and staff productivity while increasing system availability. What's more, the plans are flexible to accommodate each individual system's requirements. Yet support costs are predictable, so you'll never get an unexpected charge when the unexpected happens.

“The return on investment by using Sun services isn’t just monetary. It’s confidence level. It’s ensuring that we can provide a service that our customers need. We have made a big turnaround here at the state in regards to enterprise backup and recovery, and Sun services has really helped us in that turnaround.”

John Kozitzki

Enterprise Backup and Recovery Manager,
Technical Services, Michigan Department of
Information Technology

“We have a 24x7 service agreement with Sun—that was important to us. The fact that we are working with a well-known provider helps ensure continuity and gives us the assurance that services will be available over the long term.”

Martin Kramer

IT Manager, City of Hilden

Service innovations protect your investments

Sun StorageTek Service Plans extend far beyond traditional break-fix services by offering the preventive, proactive, and preemptive services your infrastructure requires. Our robust Auto Service Request (ASR) technology uses fault telemetry to automatically initiate a service request (on ASR-enabled products) and begin the problem resolution process as soon as a problem occurs. We can enable these remote capabilities at your site, including diagnostics, auto case generation, and dispatch for select Sun storage products. These innovations can result in reduced storage system management costs and complexity, as well as improved performance and uptime.

With a Sun StorageTek Service Plan you also gain access to Sun’s online Knowledge Repository, collaborative tools, collections of technical articles, Sun Alerts and notifications about your covered products, and firmware updates to increase hardware reliability and enable support professionals to diagnose problems more efficiently.

Software support protects your networked solution

Sun StorageTek Service Plans offer seamless coverage for the Solaris OS and OpenSolaris for each Solaris-based storage device under coverage. These plans also cover non-OS embedded software, essential to system functionality, that ships with each storage device. This means you get timely patches and releases to keep your storage devices current—plus access to Sun’s Technology Service Center and online Knowledge Repository helps you get answers to your software and operating system questions.

Sun support—a higher standard of service

Sun’s Technology Service Center, dedicated to storage support, is staffed with highly trained experts who remain up-to-speed on storage innovations. With a Sun StorageTek Service Plan, you will have access to a collective pool of knowledge fueled by years of experience in building and maintaining the most innovative network computing and storage environments. We’re continuously looking at the customer experience to help us provide ongoing service enhancements. 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

“Sun’s online Knowledge Repository allows first technical contacts to resolve nearly 70% of all incidents within minutes of occurrence.”

support. The goal is to provide you with a higher standard of service, which is what you have come to expect from Sun support.

Perhaps that’s why Sun was inducted into the SSPA Hall of Fame and received three SSPA STAR Awards for Best Practices in Value-Added Support, Best Service Delivery Optimization, and Best On-Site Support.¹

¹Service & Support Professionals Association (SSPA), May 2008.

Proven processes and methodologies enable first-rate solutions

As a Sun StorageTek Service Plan customer, you receive prompt, dependable on-site service or parts based on the service levels defined in the plan you have chosen. You can contact Sun via phone or online within the coverage hours you choose and, through Sun's customer-defined priority process, you help dictate our response time. As you move up to higher level plans, coverage hours broaden and response times are accelerated. For on-site service, Sun dispatches experienced field engineers who can also provide proactive parts replacement.

Plus, because we have a long history in mixed technology environments, we understand that the components of your network don't run in isolation, they inter-operate. Features such as the SunVIP 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. Sun saves you valuable time by maintaining ownership of the interoperability issue all the way through to resolution, so that you're not bouncing back and forth between vendors. And you can track each case at any time by contacting Sun. 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.

Which Sun StorageTek Service Plan is right for you?

With increasingly complex environments and interdependent systems, uptime and availability continue to be important. Understandably, you want the best, most innovative and up-to-date product support available within your budget. Sun helps you evaluate your options with a range of service plans that are built to suit your application and your need for flexibility. That means you can have one SunSpectrum Support agreement, but

still choose the precise level of service you need for individual system requirements. This level of control is designed to help you manage cost while providing you with the services your networked environment requires.

Why buy Support from Sun?

Only Sun and its authorized service partners are legally authorized to deliver this robust set of service capabilities. With Sun Authorized Service you get access to authentic Sun software patches, quality-controlled spare parts, Sun-developed service methodologies, and our intimate knowledge of Sun hardware and software.

Training solutions help you maximize your service contract

Sun is passionate about the performance capabilities of its products and provides multiple resources and training solutions to ensure that you are equipped to maximize those capabilities. As part of your Sun

Sun StorageTek Service Plans at-a-glance

Features	Platinum Service Plan Empowers you to achieve maximum system availability when every minute counts	Gold Service Plan Equips you with enhanced coverage to help you proactively maintain higher availability	Silver Service Plan Provides the basic services you need to manage and resolve technical issues	Bronze Service Plan Includes the fundamental components you need to maintain your storage systems
Hardware Service Coverage	24x7 Onsite within 2 hours	8-8, M-F* Onsite within 4 hours	8-5, M-F Onsite within 4 hours	Replacement parts within 2 business days
Telephone and Online Technical Support	24x7 Live transfer	24x7 Live transfer	8-8, M-F Live transfer	8-5, M-F 4 hour response
Auto Service Request (ASR) for Storage	Yes	Yes	Yes	Yes
SunVIP SM Interoperability Support	Yes	Yes	No	No
Knowledgebase Access	Yes	Yes	Yes	Yes
Firmware Updates and Installations	Yes	Yes	Yes	Yes
Sun Alerts & Notifications	Yes	Yes	Yes	Yes
Bundled Training	Yes	Yes	Yes	Yes
Remote Diagnostic Analysis	Yes	Yes	Yes	Yes
Solaris OS coverage for Storage Device	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."
- Option to extend to 24x7 M-F, onsite within 4 hours.
- Bronze may not be available for all storage products.

StorageTek Service Plan, you will have access to SunSpectrum™ Video FAQs and SunSpectrum eLibraries. Additionally, your contract may qualify for a credit of 2% of your annual support contract value towards additional training with Sun.² For more information, please see sun.com/training/sunspectrum.html.

I have a warranty. Why do I need a Sun StorageTek Service Plan?

While Sun products are among the most reliable in the world and Sun warranties are very competitive, the standard warranty is limited to basic remedy in the rare case of a product defect, for a finite amount of time.

By expanding your coverage with a Sun StorageTek Service Plan, you design a comprehensive solution with your business goals in mind — like maximizing your staff and investment dollars while delivering new functionality and excellent service to the business. Sun StorageTek Service Plans offer enhanced response times and coverage hours with seasoned experts in solution support. Overall, case studies have shown that SunSpectrum support contracts are more cost-effective than basic warranties in most cases. Sun's experts can help you with a cost-benefit comparison specific to your environment.

² Credits subject to a \$135K minimum annual contract value and a \$50K training credit limit. The educational services delivered may include any service from Sun's complete education portfolio (excludes Corporate Learning Pass. Additional local exclusions may apply).

Learn More

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