



# Solaris<sup>SM</sup> Subscriptions

## Get the most value out of the Solaris<sup>TM</sup> Operating System (Solaris OS)



Sun is committed to your evolution to and management of two of the world's most powerful operating systems—Solaris<sup>TM</sup> 10 and OpenSolaris<sup>TM</sup>. To support your development efforts and operations, the SunSpectrum<sup>SM</sup> Support portfolio gives you more control over security and business continuity. Whether you're a startup Web 2.0 company, a department running Web-tier or departmental applications, or a large enterprise, Solaris and OpenSolaris Subscriptions offer expertise and tools that enable you to focus on your business rather than worry about your underlying infrastructure.

### Highlights

- Solaris support from Sun on your choice of platforms, including x64, x86, and Sun SPARC servers
- Specialized services you need to support the Solaris OS to help you run your applications with confidence
- Flexibility to choose a Subscription Plan that matches the criticality of each of your systems
- Features such as expert technical support, interoperability assistance, and online resources
- An alternative for customers who may not be able to reap the benefits of integrated hardware and OS support provided by a Sun System Service Plan

### Solaris Subscriptions

With Solaris Subscriptions, you receive the services you need to help optimize performance and improve availability from the people who know the Solaris OS best. In addition to the binary and source code compatibility that you receive with the Solaris OS, Solaris Subscriptions include Solaris and software updates, telephone and online technical support, knowledgebase access, installation assistance, Sun alerts and notifications, online training, and more. What does all this mean to you? You can run your applications with confidence knowing you're backed by the experts at Sun.

### Simple, predictable, scalable subscription-based pricing

Solaris Subscriptions are offered at a simple, predictable, scalable price based on the number of processor sockets in each system. The value of Solaris Subscriptions lets you enjoy cost savings that help reduce your total cost of ownership (TCO). This pricing model becomes more advantageous down the road for current and future generations of multicore and multithreaded processors because you pay based on physical sockets, and you only pay for what you need—when you need it.

### When should you choose a Solaris Subscription?

Regardless of which system platform you choose, we've got you covered with support that extends far beyond traditional break-fix services. From Web-tier entry-level to full-scale enterprise applications, Solaris Subscriptions may be right for you if you're running the Solaris OS on x64, x86, or Sun SPARC<sup>®</sup> servers.

The SunSpectrum Support portfolio includes fully integrated hardware and OS service coverage through Sun System Service Plans. The single-price, total-system approach provided by a Sun System Service Plan for Solaris remains the best option if you're running the Solaris OS on your Sun hardware.

**“Solaris is extremely reliable, and Sun's support staff is outstanding. They're always there for us and work to fit our schedule whenever we need them. The value of being able to call anytime and get help is immeasurable.”**

—Rod Hipson, Senior Technical Architect, Corporate Information Systems, Province of Nova Scotia

Visit [sun.com/customers/servers/nova\\_scotia.xml](http://sun.com/customers/servers/nova_scotia.xml) to read this success story.

## Solaris Subscriptions Service Plans comparison table

| Features  | Solaris Everywhere Service Plan                      | Premium Service Plan                                 | Standard Service Plan                        | Basic Service Plan   |
|---|--|--|--|--|
| Price Starts From (U.S.)                            | Contact Sun  | \$1,080  | \$720  | \$324  |
| Online Technical Support                            | ●  | ●  | ●  | Basic installation assistance<br>12x5 local business hours M-F<br>48-hour response |
| Telephone Technical Support                         | 24 x 7<br>Live call transfer for<br>Priority 1 calls | 24 x 7<br>Live call transfer for<br>Priority 1 calls | 12x5 local business hours<br>4-hour response | Basic installation assistance<br>12x5 local business hours M-F<br>48-hour response |
| SunVIP <sup>SM</sup> Interop Support                | ●  | ●  | Not included                                 | Not included   |
| Knowledgebase Access                                | ●  | ●  | ●  | ●  |
| On-Demand Solaris Updates                           | ●  | ●  | ●  | ●  |
| Sun Alerts and Notifications                        | ●  | ●  | ●  | ●  |
| OpenSolaris <sup>TM</sup> Support                   | ●  | ●  | ●  | ●  |
| SunSpectrum eLearning Library                       | ●  | ●  | ●  | ●  |
| Freeware Component Support<br>(varies by component) | ●  | ●  | ●  | Not included   |
| Binary and Source Code Compatibility                | ●  | ●  | ●  | ●  |
| Number of systems supported per plan                | Site-wide  | Single   | Single                                       | Single   |

- The price is based on U.S. list price. All prices quoted are in U.S. dollars. Local prices may vary. Prices are subject to change without notice.
- Availability of specific features, coverage hours and response times may vary by location, product, or service level. Other limitations may apply. For full detail coverage, visit [sun.com/servicelist](http://sun.com/servicelist).
- Response times are determined by customer-designated priority, with the exclusion of Basic Service Plan. For the Basic Service Plan, the response time is generally 48 hours for all.

| Feature   | How it Works   | Benefit  |
|---|--|--|
| <b>Telephone and Online Technical Support</b>           | You can contact Sun for assistance within the coverage hours available (with no limit on the number of incidents). With telephone support, you can designate Sun's response time, which includes live call transfer for P1 issues, using Sun's defined priority process and guidelines.                                | Your service requests are handled swiftly, helping enable faster resolution.   |
| <b>SunVIP Interop Support</b>                           | If you encounter an issue that you believe involves a Sun product, but may involve another vendor's product as well, you can call Sun. Sun will assist with multivendor collaborative troubleshooting by tapping into relationships with more than 100 top IT vendors and joint service centers.                       | You don't get caught in the middle — SunVIP helps expedite the resolution of frustrating problems that cannot be readily attributed to a particular vendor.  |
| <b>Knowledgebase Access</b>                             | You have around-the-clock access to a variety of exclusive technical resources including Sun's proprietary online knowledgebase, collaborative remote diagnosis, and complete collections of technical articles, features, and security papers, subject to applicable terms and conditions.                            | These online resources help you minimize problems by arming your staff with the information needed to properly manage your systems.  |
| <b>On-Demand Solaris Updates</b>                        | You receive notification of Solaris and software update availability and electronic access, as well as access to patch management tools, subject to terms and conditions. Electronic download is the default mechanism, however, major releases are typically shipped as physical media kits.                          | You have access to what you need to help keep your systems updated and secure while avoiding separate upgrade licensing fees or software subscription fees.  |
| <b>Sun Alerts and Notifications</b>                     | You receive alerts for covered products, including those for which Sun is still working on an error correction, providing you with early warning 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 enhancements to your Service Plan. | Direct communication and alerts from Sun help you confidently run your operations, knowing that you are working from the most current information.   |
| <b>OpenSolaris Support</b>                              | OpenSolaris Subscription Support includes technical phone support and access to the online support and tools you need to help run and maintain your OpenSolaris deployments. If you choose to replace Solaris with OpenSolaris you will be covered at the same level during your existing contract term.               | Be the first to receive package updates from Sun for key bug fixes and security alerts as soon as they become available.   |
| <b>SunSpectrum eLearning Library</b>                    | Solaris Subscription customers are entitled to access Web-based training modules at no additional charge.  | Gain the necessary skills to keep pace with changing technology.   |
| <b>Freeware Component Support (varies by component)</b> | Freeware components that are developed by Sun are supported in one of two ways:<br>1) Fully supported: Sun provides new and existing software updates and upgrades<br>2) Managed: Sun provides existing software updates and upgrade and escalation of new errors to the developer community                           | Unlimited online access to technical support forums, databases, and tools provides extended support beyond the OS.   |
| <b>Binary and Source Code Compatibility</b>             | Sun maintains binary compatibility between operating system releases and guarantees application compatibility between x64, x86, and Sun SPARC platforms.   | Solaris applications from earlier versions run unmodified on Solaris 10, helping lower development, testing, and deployment costs and enabling you to take advantage of new and advanced features. |

- Community supported freeware is not supported by Sun.
- Binary and source code compatibility for Solaris 2.6 through 10 and source between Solaris 10 deployment platforms. For details, visit [sun.com/software/solaris/guarantee.jsp](http://sun.com/software/solaris/guarantee.jsp).
- Availability of specific features, coverage hours and response times may vary by location, product, or service level. Other limitations may apply. For full detail coverage, visit [sun.com/servicelist](http://sun.com/servicelist).

### Which Subscription should you choose?

With increasingly complex environments and interdependent systems, uptime and availability are more important than ever. Understandably, you want the best software support available that fits within your budget. Sun helps you evaluate your options with a range of flexible Solaris Subscriptions. This level of control helps you manage cost while also enabling you to select services that match your particular needs.

#### Basic Service Plan

For some deployments, you may not need access to Sun engineers via technical support. That's why the Basic Service Plan provides only the fundamental components necessary to help you identify the cause of a problem and evaluate the right resolution strategy. Features include on-demand Solaris and software updates, basic installation support, access to Web-based Solaris courses, self-help tools, and notifications.

#### Standard Service Plan

The Standard Service Plan provides the essential services you need to manage and resolve technical issues more quickly for your businesscritical applications. Features include 12x5 telephone and online technical support, on-demand Solaris and software updates, access to Web-based Solaris courses, self-help tools, and notifications.

#### Premium Service Plan

The Premium Service Plans equips you with enhanced coverage to help you keep your mission-critical applications on track and available. Features include 24x7 telephone and online technical support, SunVIP interoperability support, Solaris and software updates, access to Web-based Solaris courses, self-help tools, and notifications.

#### Solaris Everywhere Service Plan

The Solaris Everywhere Service Plan is a site-wide or enterprise-wide support offering for the Solaris OS providing multiple system coverage. It provides you with a fair and flexible way to get Premium level support coverage for third-party x64/x86 systems running the Solaris OS. Pricing is custom and tailored to your specific requirements.

### Why SunSpectrum Support?

In addition to Solaris Subscriptions, the SunSpectrum Support portfolio includes service plans for Sun's systems and storage products, and these support offerings deliver responsive, consistent service quality to help you achieve high availability within your IT infrastructure. So, rest assured that you receive the same trusted Sun expertise across all our Service Plan options—whether we're providing support for your systems, storage, or software.

### Learn More

To learn more about Solaris Subscriptions, contact your Sun sales representative or authorized reseller or visit [sun.com/service/subscriptions](http://sun.com/service/subscriptions)

For more information about the SunSpectrum Support portfolio, visit [sun.com/service/serviceplans](http://sun.com/service/serviceplans)

### About Solaris services

Sun offers a range of additional services designed to help you make the move to Solaris 10, shorten your project cycles, and improve system availability.

#### Migration services

Migration services help optimize your transition from another OS or an earlier version of Solaris. For more information about Sun's migration services, visit [sun.com/service/migration](http://sun.com/service/migration)

#### Learning services

Solaris training helps speed time to proficiency and certification validates special expertise that can lead to increased productivity, decreased time to market, reduced risk of system failure, greater employee satisfaction, and enhanced staff credibility. For more information, visit [sun.com/training/solaris](http://sun.com/training/solaris).