

BEA and SunVIPSM Interop Support

Streamline problem resolution and improve availability through cooperative support



Highlights

- Complements Sun's extensive IT interoperability testing with unrivaled interoperability support¹
- Encompasses a community of more than 100 hardware, software, and networking vendors
- Bridges the gap between vendor support organizations to help quickly resolve interoperability issues
- Assures satisfaction knowing Sun will keep your service ticket open until the issue is handled appropriately²
- Leverage Sun's deep relationships with BEA so you can benefit from synergies that go beyond each company's individual capabilities
- Provides capability for 24x7 worldwide coverage
- Available through SunSpectrumSM Support as a standard feature of Platinum, Gold, and Premium service plans³



With SunVIPSM Interop Support, you don't get caught in the middle

For more than 10 years, Sun has been a leader in cooperative support, helping you benefit from strong, seamless relationships and years of proven success. SunVIPSM combines support expertise to help you solve interoperability problems through our Symantec, Oracle, Sun Joint Escalation Center, Sun Joint Support Center for SAP Applications, cooperative support relationships, and our participation and leadership in the Technical Support Alliance Network (TSANet). The result? SunVIP helps eliminate the finger-pointing that often occurs when dealing with complex issues in multivendor environments.

Sun and BEA: Two companies with one vision — your success

Sun and BEA have a joint vision about how to help businesses leverage the Internet as a competitive advantage — through BEA's unified, simplified, and extensible application infrastructure combined with Sun's forward-thinking solutions for open network computing. We're not talking about posting static information to a Web site. We're talking about using the Internet to better manage your business through collaboration, commerce, process integration, managing your supply chain and resources, and customer relationship management. BEA's comprehensive application infrastructure software running on Sun systems provides you with an integrated application infrastructure built to maximize the reliability, availability, and scalability of your Web-based architecture.

Today's complex environments demand seamless solutions

The components of an IT solution don't run in isolation, they interoperate. And with the growing profusion of heterogeneous systems, comprising hardware and software components from a variety of vendors, you need vendors to work together to resolve issues, minimizing the impact on your business when you encounter an interoperability problem. So where can you turn to help streamline problem diagnosis and resolution without vendor finger-pointing?

The answer? SunVIP Interop Support

With SunVIP, you don't have to experience the frustration of finding someone to take responsibility for interoperability issues or reiterate the same problem to multiple people, multiple times. SunVIP helps bridge the gap between vendors' support organizations by leveraging cooperative support relationships with many leading technology companies for jointly contracted customers. Technical support engineers from Sun and cooperative support vendors work collaboratively to help resolve your interoperability issues quickly and effectively — regardless of where they originate.

How SunVIP Interop Support works

With SunVIP, you can contact Sun if you're unsure where your interoperability issue lies. Sun will verify support information and gather data to begin the technical analysis. If the source of the problem involves a Sun product, we will handle the call. If Sun determines that the source of a problem lies with a cooperative support vendors' product, we will contact that vendor on your behalf² and provide them with details about your technical issue along with any diagnostic data. You won't find yourself caught in the middle, and Sun will continue to work hand in hand with the vendor to make sure the problem is isolated and handled appropriately.

“Enterprise customers require resolution to interoperability issues, not finger-pointing. We've partnered with Sun to take seamless support ownership of infrastructure problems so our customers can focus on their business.”

Terry Clearkin

SVP, WW Support BEA Systems Inc.

Combined experience and capabilities

Sun and BEA’s support infrastructure provides lab environments in all regions worldwide for the purpose of testing interoperability issues between Java™ Virtual Machine software, the Solaris™ Operating System, and BEA infrastructure software. SunVIP provides customers with SunSpectrum Platinum, SunSpectrum Gold, Sun Software Premium, or Sun Solaris Premium

Service Plan and BEA Mission Critical Support or BEA Production Support with cross-product expertise to help resolve complex issues related to the integrated BEA/Sun software stack.

About BEA

BEA Systems, Inc. is a world leader in enterprise infrastructure software, delivering powerful standards-based platforms for building enterprise applications and managing Service-Oriented Architectures even in heterogeneous IT environments. BEA provides technology, solutions, and services to more than 15,000 customers, including the majority of the Fortune Global 500.

Why Sun?

Through the participation of leading software, applications, and network systems providers, SunVIP has evolved into an important piece of Sun’s comprehensive approach to availability. Sun, along with all of the cooperative support

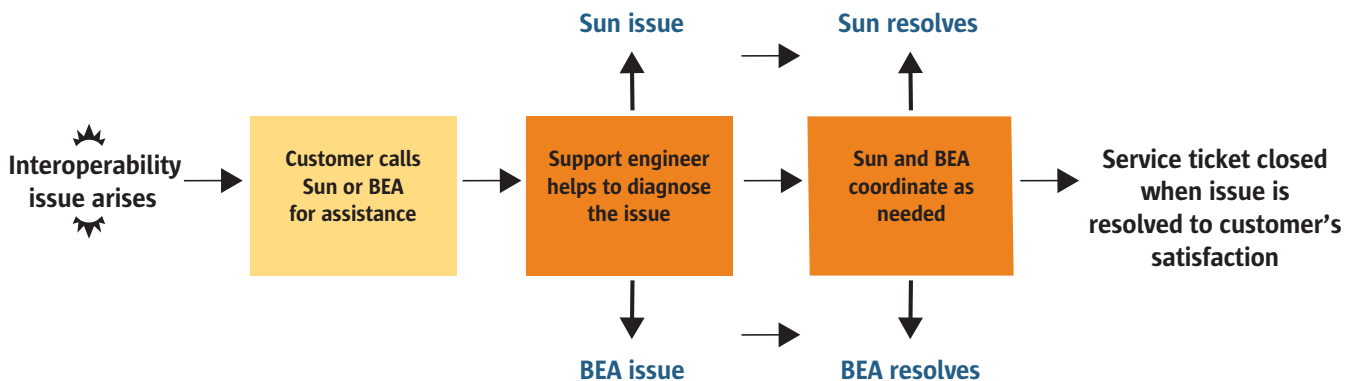
Learn more

To learn more about SunVIP Interop Support, contact your Sun sales representative or authorized reseller. You may also visit us on the Web at www.sun.com/service/sunvip

For additional information about BEA, visit www.bea.com

vendors, understands the importance of system, data, and application availability. Uptime is the result of all platform, network, software, and storage components interoperating seamlessly. With our worldwide network of experienced support personnel and our commitment to working with cooperative support vendors, Sun is uniquely qualified to help provide the level of availability and stable, predictable service customers demand.

SunVIP Interop Support Call Flow



¹Sun rated #1 in interop support in a 2006 study by TNS Prognostics Research.

²SunVIP is designed for issues that have not yet been isolated to a vendor. If you know a problem is caused by another vendor's product, you should open a service ticket with that vendor directly.

³Customers must hold an appropriate level of support contract with Sun and a comparable support contract with the other respective vendor(s) covering the products involved with the interoperability issue.

⁴Requires support information relative to the other vendor (contract number, etc.)

