

CA 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 CA 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.

Networks, systems, data, security — suddenly, they're all coming together

Sun and CA, two powerful forces that have fueled the growth of network computing for decades, are working harder than ever toward one common goal: streamlining operations management to cut the total cost of ownership for IT assets.

Today, our alliance — 10 years old and stronger than ever — is paying off for you in new ways. CA recently announced their commitment to port key products to the SolarisTM 10 Operating System (OS), helping enterprise customers optimize systems availability and performance, reduce ownership costs, and gain greater business value from their datacenter investments.

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.

“By collaborating closely with Sun, we can resolve customers' issues quickly and effectively, improving IT service and allowing customers to focus on managing their business.”

Laura McCluer

Vice President, CA Strategic Alliances

Combined experience and capabilities

For 10 years, Sun and CA have been working together to deliver cost-effective systems management. Sun provides early access to hardware and CA provides early access to software releases: This cooperative engineering allows for mutual optimizations. Collaboration and knowledge sharing between Sun and CA means you benefit from synergies that go beyond each company's individual capabilities.

“We know our customers operate in complex, heterogeneous computing environments, and the collaboration of services among Sun and other leading technology vendors is an important element in doing what is best for our customers,” said Ian White, Senior Vice President, Global Customer Services, Sun Microsystems.

About CA

CA, Inc. (NYSE:CA), one of the world's largest management software companies, transforms the management of IT through the delivery of software and services across operations, security, storage, life cycle and service management to unify and simplify the management of enterprise-wide IT. Founded in 1976, CA is headquartered in Islandia, N.Y. And services customers in more than 140 countries.

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.

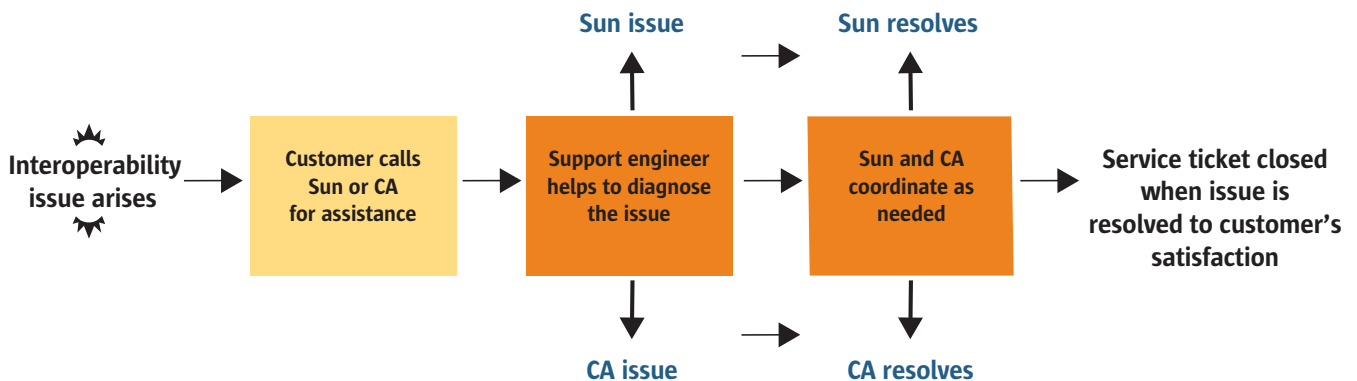
Learn more

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 CA, visit www.ca.com

Sun, along with all of the cooperative support 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.)

