

EMC and SunVIPSM Interop Support

Streamline problem resolution and improve availability through cooperative support



EMC²
where information lives®

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 EMC 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 EMC: Delivering the benefits of the SolarisTM 10 Operating System (OS)

Established in 1993, EMC's global partnership with Sun has provided thousands of joint customers with advanced information storage management solutions on Solaris OS platforms. This alliance helps enable the highest levels of solution performance, availability, and cost-effectiveness, along with a superb total customer experience through:

- A cooperative support agreement to provide 24x7 mission-critical support to EMC and Sun joint customers;
- industry-leading interoperability testing between EMC's eLab and Sun servers to help ensure consistent reliability and storage connectivity;
- and engineering cooperation between EMC, Sun, and HBA vendors to implement Sun's I/O stack for the best performance and reliability.

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 behalf⁴ 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.

“The needs of our customers must always come first and with this collaboration, our companies are taking another step to prove that.”

Howard Elias

EVP EMC Global Services

Combined experience and capabilities

Both Sun and EMC are committed to a number of initiatives designed to help customers more easily deploy their technologies together. The companies are working to ensure compatibility between the EMC family of networked storage platforms, EMC Software, and Solaris 10 OS solutions. For more information about the Sun and EMC alliance, visit www.sun.com/third-party/global/emc/

“Sun believes that customers deserve choice when making their IT decisions. We provide that choice through Sun’s own complete line of data management and storage technologies, partnering with leading vendors like EMC, and leadership in open standards,” said Jonathan Schwartz, Chief Executive Officer and President, Sun Microsystems.

About EMC

EMC Corporation is the world leader in products, services and solutions for information storage and management that help organizations extract the maximum value from their information, at the lowest total cost, across every point in the information lifecycle. Please visit www.emc.com for more information.

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.

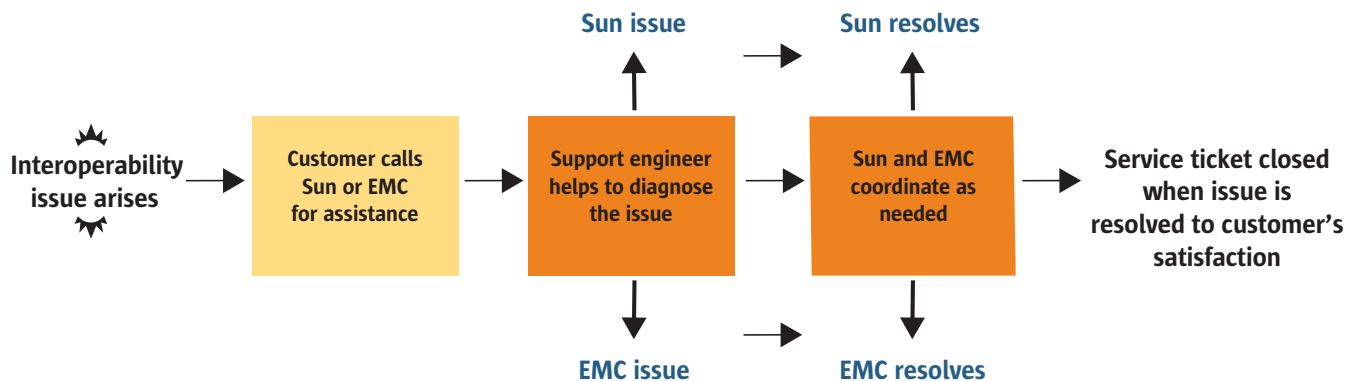
Learn more

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 EMC, visit www.emc.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.)