

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 industry leaders³ 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 plans⁴



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.

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 behalf⁵ 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.

Leverage deep relationships

Collaboration and knowledge sharing between Sun and many leading technology companies means you benefit from synergies that go beyond each company's individual capabilities. Sun works collaboratively with other vendors on joint initiatives, including the Symantec, Oracle, Sun Joint Escalation Center and the Sun Joint Support Center for SAP Applications. Such initiatives allow Sun and these partners to use formalized best practices and tools to help resolve your issues quickly and effectively.

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.

³Oracle, SAP, Symantec, BEA, IBM, EMC, and CA.

⁴Customers 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.

⁵Requires support information relative to the other vendor (contract number, etc.)

VOS JEC (Symantec, Oracle, Sun Joint Escalation Center)

For more than six years, the Symantec, Oracle, Sun Joint Escalation Center has provided a single source of expertise, coordinated support, and problem resolution virtually unrivaled in the industry. To help reduce the time required to resolve complex interoperability problems, a virtual team of senior support engineers from Symantec, Oracle, and Sun work together behind the scenes to provide global support to mutual customers on a 24x7 basis. The Joint Escalation Center support infrastructure includes a centralized call flow and escalation process supported by a joint management team, shared support tools, and joint lab facilities for problem replication and root cause analysis.

SAP JSC (Sun Joint Support Center for SAP Applications)

This Sun Joint Support Center provides 24x7 worldwide support for resolving interoperability issues between Sun platform components and SAP software. You can take advantage of the Sun Joint Support Center and receive specific SAP expertise in resolving complex issues related to the integrated software stack running on Sun systems. Sun senior support

engineers are specially trained and SAP certified to resolve SAP-related issues according to our shared, predefined global escalation and case handling processes. Our support teams are located onsite at SAP headquarters in Walldorf, Germany to streamline information transfer and problem resolution. In addition, Sun has SAP-focused support teams located in the U.S and Asia, giving us the ability to offer faster, more specialized problem resolution.

Technical Support Alliance Network (TSANet)

Established in 1993, TSANet is the world's largest global technical support network. An independent, not-for-profit membership organization, TSANet enables global IT organizations and their partners to work together to increase customer satisfaction by providing access to a secure communications infrastructure for resolving technical, multivendor customer support issues. Sun is a leading member of TSANet, with an employee holding a position on the TSANet Board of Trustees since Sun joined in 2001. Through membership that includes more than 100 software and hardware companies around the world, TSANet significantly expands Sun's multivendor cooperative support coverage.

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 TSANET, visit www.tsanet.org

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 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

