

SunSpectrumSM Support Features-At-A-Glance

Quick Reference Card



STANDARD SERVICES	PLATINUM	GOLD	SILVER	BRONZE
	MISSION CRITICAL	BUSINESS CRITICAL	BASIC SUPPORT	SELF SUPPORT
Skills assessment				
Skills analysis & employee development planning (1)				
System check (1)				
Account support plan (1)				
Account support reviews (1)	Quarterly	Semi-annual		
Account management (1)				
Event monitoring & management service (1) (2)				
Sun Vendor Integration Program (SunVIP SM) (3)				
Mission-critical escalation support				
System activity log				
On-site service coverage (4)	24/7	8 am-8 pm M-F	8 am-5 pm M-F	
On-site service response (4) (5)	2 hours	4 hours	4 hours	
Customer-defined priority				
Parts replacement	By Sun	By Sun	By Sun	By Customer
Field change orders				
Online & telephone technical support (4)	24/7	24/7	8 am-8 pm M-F	8 am-5 pm M-F
Online & telephone support response (4) (5)	Next Available Engineer	Next Available Engineer	Next Available Engineer	4 hours
Remote diagnostic analysis				
Online Support Center access				
SunSolve SM Online				
Asset reporting & self-monitoring				
Solaris SM Operating Environment releases				
Bundled & embedded software				
Software patch access				
SunSpectrum InfoExpress SM bulletins				

(1) These services are delivered to customers meeting an annual SunSpectrum PlatinumSM or SunSpectrum GoldSM contract value minimum for a given site.
 (2) A one-time startup and installation fee for software agents and remote monitoring infrastructure applies in addition to ongoing telecommunications charges.
 (3) Available for approved third-party products for which the customer maintains a valid service contract with the third-party vendor including equivalent hours of coverage and response times.
 (4) Availability of specific coverage hours or response times may vary by country or location.
 (5) Response times are determined by customer-defined priority. The response times shown are for service requests designated by the customer as "Priority 1."
 See SunSpectrum Support Service Listings for specific program deliverables and conditions.

SunSpectrumSM Support Features-At-A-Glance

LEGEND

P = SunSpectrum PlatinumSM

G = SunSpectrum GoldSM

S = SunSpectrum SilverSM

B = SunSpectrum BronzeSM

Account Management Services

• Skills assessment **P**

Sun evaluates the skills of up to twenty of the customer's technical personnel, then provides feedback and training recommendations.

• Skills analysis & employee development planning **P**

Sun provides services that augment our skills assessment such as personalized job role definitions, individual learning paths, and guidance on testing and certification.

• System check **P**

Sun provides a quarterly snapshot of critical system statistics to assist with maintenance planning.

• Account planning, management and reviews **P G**

Sun develops an Account Support Plan outlining customer's unique support requirements. We regularly review progress against the plan, discuss open issues and plan for any upcoming events and projects.

System Monitoring

• Event monitoring & management service **P G**

Sun monitors key system data 24/7 using a secure remote systems monitoring infrastructure. We notify customers according to a pre-defined escalation procedure if certain alerts are detected or system thresholds are exceeded.

• Asset reporting & self-monitoring **P G S B**

Web-based asset reporting and basic self-monitoring tools assist in the management of Sun servers and Sun storage systems.

Technical Support & Hardware Service

• Sun Vendor Integration Program (SunVIPSM) **P G**

Through cooperative support agreements with leading technology companies, Sun provides one-call service initiation for difficult-to-isolate interoperability problems.

• Mission-critical escalation support **P G**

For Priority 1 problems, assistance will be provided according to a mission-critical support process.

• System activity log **P G**

Sun records on-site service activities in a system activity log.

• On-site hardware service **P G S**

Sun dispatches a highly trained field technician to the customer's site in accordance with contracted support coverage and response time commitments.

• Customer-defined priority **P G S**

Customers assign a priority code to each support request, dictating Sun's response time.

• Parts replacement **P G S B**

Sun-certified parts are delivered to customer's site according to their contracted support coverage and response time commitments.

• Field change orders **P G S B**

Sun notifies customers of periodic internal system modifications and/or system change recommendations.

• Online & telephone technical support **P G S B**

Sun's worldwide Solution Centers are staffed by experienced support engineers ready to field support calls and online requests 24 hours a day, 7 days a week. Refer to chart on reverse for coverage details.

• Remote diagnostic analysis **P G S B**

Upon request, Sun engineers can perform remote diagnostics and troubleshooting.

Online Resources

• Online Support Center **P G S B**

Expanded access to Sun's Online Support Center, including service request tracking, support contract maintenance, software downloads, and other Web-based services.

• SunSolveSM Online **P G S B**

Access to patches, technical solutions and proactive notification services only available to SunSpectrumSM customers in Sun's online technical knowledge database.

Software

• Solaris[™] Operating Environment (OE) releases **P G S B**

Periodic delivery of Solaris OE major and minor releases.

• Bundled & embedded software **P G S B**

Technical support and new software releases for Sun-supported software that is bundled with or embedded in covered systems. See Sun price list for qualifying software.

• Software patch access **P G S B**

Download patches for the Solaris OE and other Sun-supported software.

• SunSpectrum InfoExpress[™] bulletins **P G S B**

Periodic bulletins from Sun containing information on support and upcoming software releases.