

Services for Sun LX50 Server in Brief

Key Messaging

From problem diagnosis to patch creation and distribution to parts replacement, Sun is your single, highly responsive source for a comprehensive support solution – whether you choose Sun Linux or the Solaris™ Operating Environment. Our service professionals have the experience and expertise using industry best practices to help you manage your environment. Sun's service portfolio for the Sun LX50 server includes mission-critical SunSpectrum™ Software-Only Support, a three-year hardware warranty (with next business day upgrade available), learning solutions, and professional services to help integrate and deploy your computing infrastructure.

Key Services for Sun LX50 Server

1. Flexible Support Offerings

- Sun provides flexible support offerings that let you build support programs suited to your service level needs, from mission-critical support to self-support assistance. With more than 2.1 million UNIX® systems at over 100,000 customer sites in 125 countries, Sun has the experience to provide 24/7 support services - wherever your data center is located.
- Sun is a single source for your hardware and software support needs:
 - ✓ Mission-critical Sun Software-Only Support™ service for all Sun-branded software including Sun Linux
 - Expert telephone support – 24/7 coverage available
 - Customer-defined response times
 - Unlimited calls during contract period
 - ✓ Onsite spares programs
 - ✓ Three-year standard parts exchange warranty
 - ✓ SunSpectrum Hardware-Only Support – next business day onsite response
 - ✓ Sun Online Support Center
 - ✓ Solaris Patch Manager (Capability for x86 available Fall, 2002)
 - ✓ Solaris Application Guarantee

Key Services for Sun LX50 Server (Continued)

2. Flexible Training Options

- As one of the top providers of worldwide IT training, Sun provides learning solutions for system and network administrators in both the Solaris™ Operating Environment and Linux environment. With more than 400,000 students trained either through the Web or at over 400 Sun and authorized training centers in over 60 countries worldwide, Sun provides learning solutions that support the business demands of today and the innovations of tomorrow.
- Learning solutions to help meet your business demands:
 - ✓ Sun Linux instructor-led training (available Fall, 2002)
 - ✓ Linux Web-based Training
 - Understanding Linux Basics
 - Customizing Linux
 - Understanding Networks
 - Configuring with Linux Networks
 - ✓ Educational Consulting Services

3. Integration Services

- Sun provides technical consulting services for architecting and implementing complex service-driven application and platform infrastructures. These infrastructures are typically modular, heterogeneous, and include the support of multiple operating environments, including MVS, Solaris Operating Environment, Windows, and Linux.
- Integration services to ease deployment of your infrastructure:
 - ✓ Architecture Services
 - ✓ Integration Services
 - ✓ Implementation Services

Services Facts

- Sun's support services are ranked #1 in the Advanced Desktops, Workstations, Network Storage, and Enterprise Operating Platforms categories by VARBusiness. They also ranked #1 for hardware support, #2 in software support and the #1 vendor supplier over all of the 27 IT vendors measured in United Kingdom-based publication Computing's 2001 Supplier Survey.
- Sun's support services has been selected a reader's choice winner for the server category in PC Magazine's 15th Annual Reader Survey: Service and Reliability. Sun receives an A on the reader's report card grade for overall repair experience and technical support. (PC Magazine July 2002)
- Sun offers one-stop shopping for Sun Linux services by owning the entire support experience and not routing calls to third parties . Customers can gain peace of mind knowing that Sun delivers the service experience and support that they've come to expect and trust from Sun.
- Sun helped DaimlerChrysler develop an architectural prototype for its next-generation vehicle through the connection of disparate devices and integration of various technology services running on the Linux platform.
- With more than 2.1 million UNIX systems at more than 100,000 customer sites in 125 countries worldwide, Sun has the depth of experience and the logistics to provide 24/7 support services almost anywhere your data center is located.
- Sun supports more than 3,500 Sun Enterprise™10000 servers in more than 60 countries. Sun supports more than 115 Sun Fire™ 15K servers worldwide.
- Sun supported seven petabytes of storage in January 2001. This grew to 15 petabytes by January of 2002 and - as of May 2002 - reached a total of 17 petabytes.
- Sun is one of the largest UNIX training organizations in the world, with more than 400,000 people trained per year on technologies such as Java™ Technology, Linux, Solaris Operating Environment, Sun™ Open Net Environment (Sun ONE), Web publishing technologies and server and storage curriculum at more than 400 direct and authorized training centers worldwide and on the Web.
- Sun was chosen winner of the 2002 Internet Industry Award for Best Hardware Supplier. Sun Microsystems was noted by the judges for their customer service, accreditation scheme, services for ISPs and their focus on serving the UK market.

