

## SunSpectrum Welcome Kit

Thank you for choosing Sun Microsystems and SunSpectrum Support.

Sun prides itself on technological innovation but the thing we take even greater pride in is helping our customers put that innovation to work in businesses, schools, governmental agencies and non-profit organizations around the world. The following Quick Start Guide was created to help get you up and running quickly and to ensure that you get the most from your SunSpectrum Support membership. Again, thank you for choosing Sun and SunSpectrum Support. We appreciate your business and look forward to a long and productive business partnership.

Best Regards,

Ian White

Senior Vice President, Sun Global Customer Services

## 1. SunSpectrum Quick Start Guide

### What Services and Support Can You Receive as a Part of Your Coverage?

#### Service Plans for Systems

**SunSpectrum support helps ensure your systems are running smoothly and meets your demands for availability. Through a combination of preemptive services, hardware and bundled software support, and Solaris Operating System (OS) upgrades, SunSpectrum support can resolve technical issues quickly and effectively. From mission-critical services to basic self-maintenance support, you can get the support you need for your unique requirements.**

#### Service Plans for Storage

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#### Service Plans for Software

**Having a Sun Software Service Plan or Subscription is an easy and efficient way to maximize your investment in Sun software. Sun offers a variety of options that provide telephone and online technical support; software updates and upgrades; as well as self-help tools and notifications. All plans are available with varying levels of support so you get the help you need as promptly as your business needs require.**

#### Service Plans for the Enterprise

**Service Plans for the Enterprise build on the strength of Sun's integrated SunSpectrum operating system and hardware support while offering the advantages of simplified contract management and modular components tailorable to your needs while bringing to bear the full breadth of enterprise class service capabilities that Sun has to offer.**

### What Self-Help Resources are Available and How do You Access Them?

## Support Knowledge

As a SunSpectrum customer, you have access to a wide variety of Sun's network and diagnostic tools. Use these tools and services on your own, in partnership with a Sun Support Engineer (SSE), or let Sun Professional Services handle it all for you. Keep your Sun hardware running at optimal efficiency with these network and diagnostic tools.

## Patches and Updates

Get patches, software updates, and patch analysis and automation tools.

## Product Documentation

Search or browse documentation and books for Sun's software and hardware products. Download or print selected information. Even join a documentation community, share your expertise in a forum, or participate as documentation is being developed.

## Community Resources

Community resources connects you to other users of Sun products and technologies that have a similar interest and may be able to share tips or offer support from lessons learned. Info may be shared at conferences or user group meetings, but also in a variety of other online formats.

## Proactive & Diagnostic Tools

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# What Should You Know Before You Contact Sun?

## Coverage Hours

SunSpectrum Service Plan local country support information.

## Prioritizing your Request & Response Times- Systems & Storage

How to prioritize your service request and what response times you are entitled to based on your SunSpectrum contract level

## Prioritizing your Request & Response Times- Software

**How to prioritize your service request and what response times you are entitled to based on your SunSpectrum contract level.**

**What to have ready when you contact Sun for Service**

**Please gather the following information about your support contract and the technical issue you are experiencing. Having this information readily available when discussing your situation with the Sun Technical Service Engineer will help expedite resolution.**

## **How do You Contact Sun for Technical Support or to Request Service?**

**Sun Support Center**

**The Sun Support Center is your primary resource for accessing support on-line**

**By Telephone**

**How to contact us by telephone in the over 50 countries that Sun provides support in**

**Connected Services for Storage**

**Connected Services for Storage are a set of services performed remotely in order to increase service availability, reduce administration time, maintain storage system performance, and manage data center environments more efficiently.**

## **What Other Services Does Sun Offer?**

**Architect your Environment**

**Strategic services to help you build a dynamic, scalable infrastructure aligned with your business goals and fueled by innovation. With deep technology expertise, proven best practices and methodologies, and global experience, Sun consultants can help you reduce cost, time and risk..**

**Implement & Migrate your Environment**

**Get up and running quickly, avoid system failure and achieve optimal system availability with services that ensure smooth sailing around the installation and implementation of your IT purchase.**

## Installation Services

**Enterprise Installation Services (EIS) provides comprehensive installation services for Sun products. EIS provides you with the installation assistance and expertise required to achieve a smooth and successful start-up for a Sun system environment to ensure that your systems are running at an optimal level right from the start.**

## SunSpectrum Support Services

**SunSpectrum Support is a portfolio of service plans for systems, storage, software and the enterprise that focuses on delivering proven expertise and responsive, consistent service quality, to help you achieve high availability within your IT infrastructure.**

## Assess your Environment

**Managing the performance and availability of your data center can be just as challenging as implementing the system itself. But that doesn't have to be the case. Sun Services can provide you with performance analysis and capacity planning services to help you optimize your IT environment efficiently. Your technology choices can make or break your ability to compete. Sun's proven suite of consulting services rapidly closes the value gap between new technology adoption and business results.**

## Sun Managed Services

**Sun Managed Services offers a dynamic portfolio of complex, IT infrastructure capabilities, with proven ability to provide heterogeneous management. Our ITIL-certified staff is dedicated to helping you enhance the business value of your IT investment through improved operational efficiency and service levels.**

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