



MULTI-VENDOR SUPPORT

FOR SUN MICROSYSTEMS PRODUCTS

Key benefits

Reduce your management burden

Reduce the number of service providers you have to deal with, saving time and resources and freeing your staff to concentrate on core business issues.

Improve service levels

Reduce problem resolution times through the seamless inclusion of Sun Microsystems support in StorageTek's Enterprise Support Services.

Improve efficiency

Global Services has made an investment in a systems support infrastructure numbering over 2,300 professionals, delivering reliable service across the globe at a lower cost.

Support your business confidently 24 x 7 x 365

Receive assistance around the clock with industry-leading onsite response times.

Multi-vendor support for Sun Microsystems products

Your IT environment contains the mission-critical information needed to run your business. It wasn't created overnight. By now it's made of hardware and software from dozens of vendors, each with different support and maintenance requirements. You already keep your highest access, highest value data on your highest performing devices. In the same way, shouldn't you entrust the support of your IT environment to the vendor that can give you the deepest storage expertise and the fastest onsite response times? The StorageTek® **Enterprise Support Services** team offers a single point of contact for your Open Systems maintenance issues so you can deliver world-class performance to your business.

Calm the chaos in multi-vendor environments

Enterprise Support Services for Sun Microsystems products is available for a variety of Sun hardware and in combination with StorageTek's support of IBM, Hewlett-Packard, EMC, Brocade, VERITAS and other platforms, offers true multi-vendor capabilities for customers. **Enterprise Support Services** enables manageability and availability through customer-defined service level agreements (SLAs), providing quick problem resolution with direct access to expert help. In addition, StorageTek® reduces the number of service providers your organization needs to manage, reducing your staff's workload and freeing them to concentrate on your core business.

StorageTek's heritage in the data center

StorageTek's multi-vendor capabilities are derived from our ongoing legacy as the solutions provider to high-end, mission-critical, heterogeneous storage environments for over three decades. StorageTek's hardware, software and services reside in more than 17,000 customer data centers worldwide, each of which is uniquely configured to meet the data protection needs of our customers. Based on this unmatched experience in heterogeneous environments, StorageTek's **Enterprise Support Services** are able to provide SUN equipment users with superior infrastructure support services.

Additional billable services from StorageTek not included in base agreement

- Installation, based on a one-time installation fee based on the type of product.
- Equipment upgrades, based on separate one-time charges per feature or model upgrade.
- Reconfiguration changes, systems assurance planning, reviews, installation and implementation.
- Equipment relocation based on a fixed price quotation or current time and materials rate.
- Feature/function updates for software or microcode that introduce new features or functionality are not available from StorageTek but may be purchased separately from Sun Microsystems.

Onsite problem solving 24 x 7 x 365

StorageTek will take responsibility for complete problem resolution, regardless of the source of the problem. Initial resolution activities will take place via telephone. If the problem cannot be resolved remotely StorageTek will send a trained customer engineer to your premises within a two hour target response time if the site is within 50 miles of a StorageTek service facility. Additional charges may apply for sites beyond this distance.

Additional **Enterprise Support Services** capabilities include:

Offering attributes

Remote monitoring	Remote event detection and problem resolution 24 x 7 by using OS utilities to scan I/O, memory, processor, and system logs automatically and proactively report threshold errors that could lead to system problems within the Sun IT environment.
Microcode support	StorageTek determines what microcode upgrade is needed and assists in applying the fixes, which are available through the Sun Website. Most environments will not require microcode updates, and Sun will supply upgrades that alleviate design errors (bug fixes).
Technical support (24 x 7)	Customers have 24 x 7 access to StorageTek's engineers residing within the Remote Resolution Center through a closed-loop, time-based escalation case tracking process.
Spare and logistics support	Replacement parts are available at no charge, supplied via strategically located parts storehouses, or just-in-time logistics via alliances with key parts providers that allow fast response to equipment failures.
Concurrent maintenance	Maintenance tasks will be performed in a non-disruptive way during normal equipment operation whenever possible where the necessary technology exists in the equipment.

StorageTek's **Enterprise Support Services** contains all the features of Sun's own support contract, plus additional benefits:

Support program summary

Program features	Enterprise Support Services	Sun spectrum services
Telephone support	X	X
Internet support	X	X
24 x 7 capabilities	X	X
Global coverage	X	X
Onsite support within 2 hours (target)	X	X
Web knowledge base	X	X
Integrated case management	X	X
Remote diagnostics capabilities	X	X
Software updates and changes	X	X
Engineering changes (access and download)	X	X
Site file (configuration, account team, impact levels, etc.)	X	Not available
Spare parts support and replacement	X	X
Account assigned system support engineer	X	X

Engage the storage experts

StorageTek Services provide world-class, worldwide service and support with a full range of offerings tailored to meet your business needs. More than 2,300 service professionals in more than 50 countries deliver solutions that support more than 17,000 customer data centers worldwide. Our services offerings help you service your customers, manage growth, reduce your management burden and maximize your return on investment.

To find out more about **Enterprise Support Services** for SUN products and mainframes, contact your StorageTek representative or visit www.storagetek.com.



ABOUT STORAGETEK®

Storage Technology Corporation (NYSE: STK) is a \$2 billion global company that enables businesses, through its information lifecycle management strategy, to align the cost of storage with the value of information. The company's innovative storage solutions manage the complexity and growth of information, lower costs, improve efficiency and protect investments. For more information, visit www.storagetek.com, or call 1.800.275.4785 or 01.303.673.2800.

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