

SunSpectrum BronzeSM Service Plan

Highlights

- Unlimited technical support, 8am-5pm, M-F
- Parts replacement coverage
- Solaris™ OS releases and on-demand updates
- Online technical resources
- Support notification services

Choose Bronze if:

- Sun on-site hardware service is not available at your location
- You want to perform your own hardware repairs and maintenance
- You just need the basics: support, access to replacement parts, OS updates and online resources

While the services discussed here primarily apply to Sun servers or workstations, you can also purchase Bronze coverage for most standalone Sun storage systems. In this case, the service features are modified slightly and often include additional services such as multiplatform storage interop support and firmware updates.



Specialized support coverage for self-maintainers

When you're handling hardware service in-house, the SunSpectrumSM Bronze Service Plan backs you up with top-notch support and full access to code and parts. Designed to deliver basic services during business hours, the Bronze plan provides integrated, whole-system coverage for Sun hardware and the Solaris™ operating system.

Increase system availability

Even for systems performing less critical tasks there are significant costs (and hassles) associated with downtime. You want the system performing its function not sitting waiting for repair. That's why Sun designs its products to be dependable and then backs them up with SunSpectrum Service Plans. Keeping systems running is probably the top reason that customers purchase SunSpectrum coverage, but that's really just one of many good reasons.

Build-in efficiency

Reduced downtime isn't the only benefit of SunSpectrum coverage. By leveraging Sun's experts as a part of your team, you can contain specialized IT staffing and training costs. Most importantly, your system admins and Help Desk engineers have the up-to-date information, prompt assistance, and expanded resources they need to be more productive and cover more territory.

Eliminate separate OS fees

If you hold a valid Solaris OS license when you sign up for a SunSpectrum Service Plan, you're set – any new Solaris OS releases, updates (and support) are included with your SunSpectrum service coverage. You eliminate the need to pay for and manage separate OS license or subscription fees.

Reduce budgetary risk

With a Bronze plan, you can avoid exposure to unexpected support and parts costs that could leave you over budget or unable to fund essential tasks or projects. From Sun's phone support to replacement parts and online resources, you get help when you need it – with no “per incident” limits. In short, you're covered.

Minimize parts inventories

Since the Bronze plan gets you Sun-certified replacement parts within 2 business days, you can potentially eliminate or dramatically reduce the number of spare parts that you might otherwise have purchased and kept locally (depending on the criticality of the system, of course). Through SunSpectrum service, you leverage the economies of scale that come from Sun's large, professionally managed parts warehouses.

Get a better return on investment

When you've made an IT investment, you want to get the most of it. With Sun's help, you can tap into the full potential of Sun technologies. What's more, a well-maintained product is likely to last longer, further extending its value to your business.

SunSpectrum BronzeSM Service Plan

Feature	How it Works	Benefits
Telephone and Online Technical Support, 8am-5pm, M-F	You can contact Sun for assistance during business hours (with no limit on the number of incidents). With the Bronze plan, a Sun engineer returns your call within 4 business hours. You can also submit, edit and track your service requests through the Sun's SM On-line Support Center.	You have a place to turn to when you need assistance from Sun and with unlimited incidents, you don't need to worry about incurring extra cost.
Parts Replacement Coverage	With the Bronze plan, you can get Sun replacement parts whenever you need them. If a service request requires the replacement of a part, Sun ships one within 2 business days (most locations). All replacement parts are Sun-certified and kept up to engineering specifications. Sun maintains hundreds of parts stocking locations to help ensure local availability.	With parts replacement coverage you have fast access to Sun-certified parts and your annual cost is fixed – you aren't exposed to sometimes unpredictable maintenance costs.
Solaris TM OS Releases	You receive access to all new Solaris OS releases and accompanying documentation as a part of your coverage. Electronic download or delivery through the Sun SM Update Connection are the default mechanisms, however major releases (version 9, version 10, etc.) are typically shipped as physical media kits. If you prefer to always receive physical media kits, this is available as an option for a nominal charge.	You always have access to the latest Solaris OS functionality and since all the releases are included, you can avoid separate upgrade licensing fees (for Solaris 8 or 9) and software subscription fees (Solaris 10).
On-demand Solaris TM OS Updates	You receive on-demand access to updates/patches for Solaris OS. You can utilize Sun's 24/7 online patch repository for SunSpectrum members or take advantage of the Sun Update Connection service, which gives you automatic notification of updates, categorization and dependency checking, and the ability to do multi-system updating.	With on-demand access to updates, you have what you need to keep your systems updated and secure.
Online System Admin Resources	Your staff has around-the-clock access to a variety of exclusive technical resources including full access to the SunSolve SM knowledgebase, the Sun System Handbook, Sun Net Connect and complete collections of technical articles, features and security papers	Sun's online system admin resources help you prevent problems by arming your staff with the information they need to properly manage your systems.
Support Notification Services	You receive all Sun Alerts for covered products, including those for which Sun is still working on a fix. While this may sound premature, this early warning system helps you get a jump start on risk mitigation. In addition, Sun provides special content in the BigAdmin SM newsletter to keep you up-to-date on Sun Service Plan enhancements.	Direct communication and alerts from Sun help you confidently run your operations, knowing that you are working from the most current information.
SunSpectrum SM eLearning Library	Through collaboration with Sun Education Services, SunSpectrum members are now entitled to a series of Web-based Solaris OS training modules at no additional charge.	This complimentary training helps you keep pace with changing technology.

Availability of specific features, coverage hours and response times may vary by location or product. Other limitations may apply. See SunSpectrum Support Service Listings for specific program deliverables and conditions: sun.com/service/servicelist/

Learn More

To learn more about the benefits of SunSpectrum support, call your Sun Sales Representative or Sun Authorized Reseller or visit our Web site at sun.com/service/support/sunspectrum

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