

# SunSpectrum Platinum<sup>SM</sup> Service Plan



## Comprehensive support coverage for mission-critical Sun systems.

When every minute counts, count on the SunSpectrum Platinum<sup>SM</sup> Service Plan. Designed specifically for mission-critical systems, the Platinum plan provides integrated, whole-system support for Sun hardware and the Solaris<sup>TM</sup> operating system. It is Sun's highest level of packaged support.

SunSpectrum Platinum coverage goes beyond standard warranties or lower-level SunSpectrum Service Plans by including features such as 24/7 on-site service coverage, our highest priority response and additional services to help keep your most critical systems running optimally.

### Highlights

- 24/7 technical support and onsite service coverage
- System health check subscription
- Interoperability assistance
- Solaris<sup>TM</sup> OS releases and on-demand updates
- System admin resources

### Choose Platinum If:

- Your system is performing a mission-critical function
- You're looking for high-priority, around-the-clock service and support
- You value an approach that emphasizes prevention as well as rapid resolution

*While the services discussed here primarily apply to Sun servers or workstations, you can also purchase Platinum coverage for standalone Sun storage systems. In this case, the service features are modified slightly and often include additional services such as multiplatform storage interoperability support, firmware updates and Sun StorEdge<sup>TM</sup> Remote Response.*

### Increase system availability

When it comes to mission-critical applications, the negative impacts of downtime are simply too great to bear. That's why Sun builds its products for high availability and then backs them up with the SunSpectrum Service Plans. Given the business cost of even 1 hour of incremental downtime, most IT managers and CIOs need look no further to justify the purchase of 24/7 vendor support. But that's really just the start.

### 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 coverage. You eliminate the need to pay for and manage separate OS license or subscription fees.

### Reduce budgetary risk

With a Platinum plan, you can avoid exposure to unexpected service, support and maintenance costs that could leave you over budget or unable to fund essential tasks or projects. From Sun's phone support to on-site hardware repair 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 Platinum plan includes rapid, 24/7 hardware service that is faster than standard Sun warranties or other levels of service, you are able to dramatically reduce or completely eliminate the number of spare parts that you might otherwise have kept locally. 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 Platinum<sup>SM</sup> Service Plan

Feature	How it Works	Benefit
24/7 Telephone and Online Technical Support	You can contact Sun for assistance 24/7 (with no limit on the number of incidents). With the Platinum plan, your calls and electronic service requests are transferred directly to the first available engineer. Your requests receive the highest priority and, thus, are eligible for accelerated escalation if a solution is not found quickly.	Your service requests are handled swiftly, helping to enable faster resolution. If you have installed Sun <sup>SM</sup> Net Connect, the benefit is even greater.
One-stop Interoperability Assistance	Your Platinum plan entitles you to receive valuable interoperability assistance from Sun. If you encounter an issue that you believe involves Sun product, but perhaps another vendor's product/s as well, call Sun. Sun takes accountability and then taps into relationships with over 100 top IT vendors and joint service centers to help you get answers quickly.	You don't get caught in the middle – Sun provides single-call service initiation and collaborative vendor support for complex, difficult-to-isolate problems.
24/7 Hardware Service Coverage	The Platinum plan gives you around-the-clock coverage with a 2-hour onsite service response time. To help ensure a first time fix, all replacement parts are Sun-certified. Sun dispatches experienced field engineers who can also provide proactive part replacement in accordance with any Sun FCOs (field change orders).	With fast, 24/7 service for your mission-critical systems you're not exposed to coverage blackout periods during evenings, weekends or holidays.
Solaris <sup>TM</sup> 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 <sup>TM</sup> 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 <sup>TM</sup> 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 <sup>TM</sup> 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 <sup>SM</sup> 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 <sup>SM</sup> eLearning Library	Through collaboration with Sun Educational 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.
System Health Check Subscription	With a Platinum plan, you receive a subscription to Sun <sup>TM</sup> System Analysis. This powerful, on-demand configuration analysis service is a must for mission-critical systems. The recommendations you receive are prioritized in order of risk and are delivered via a secure, easy-to-use interface.	This service is perfect for keeping your SPARC <sup>®</sup> -based systems in top form. It helps you take a more preventive approach to system management.
Additional Services for Qualifying Sites	Sites that reach or exceed a SunSpectrum Service contract value threshold (approximately \$160,000 per year), can receive additional services including the creation of a personalized support plan, periodic reviews, patch assessment services and educational services credits. For local qualification criteria, visit <a href="http://sun.com/service/support/localinfo.html">sun.com/service/support/localinfo.html</a>	Sun helps coordinate support activities in large, complex environments while also providing additional value-added services.

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/](http://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](http://sun.com/service/support/sunspectrum)

**Sun Worldwide Sales Offices:** Argentina +5411-4317-5600, Australia +61-2-9844-5000, Austria +43-1-60563-0, Belgium +32-2-704-8000, Brazil +55-11-5187-2100, Canada +905-477-6745, Chile +56-2-3724500, Colombia +571-629-2323 Commonwealth of Independent States +7-502-935-8411, Czech Republic +420-2-3300-9311, Denmark +45 4556 5000, Egypt +202-570-9442, Estonia +372-6-308-900, Finland +358-9-525-561, France +33-134-03-00-00, Germany +49-89-46008-0, Greece +30-1-618-8111, Hungary +36-1-489-8900, Iceland +354-563-3010, India-Bangalore +91-80-2298989/2295454; New Delhi +91-11-6106000; Mumbai +91-22-697-8111, Ireland +353-1-8055-666, Israel +972-9-9710500, Italy +39-02-641511, Japan +81-3-5717-5000, Kazakhstan +7-3272-466774, Korea +82-2-2193-5114, Latvia +371-750-3700, Lithuania +370-729-8468, Luxembourg +352-49 11 33 1, Malaysia +603-21161888, Mexico +52-5-258-6100, The Netherlands +00-31-33-45-15-000, New Zealand-Auckland +64-9-976-6800; Wellington +64-4-462-0780, Norway +47 23 36 96 00, People's Republic of China-Beijing +86-10-6803-5588, Chengdu +86-28-619-9333, Guangzhou +86-20-8755-5900; Shanghai +86-21-6466-1228; Hong Kong +852-2202-6688, Poland +48-22-8747800, Portugal +351-21-4134000, Russia +7-502-935-8411, Saudi Arabia +9661 273 4567 Singapore +65-6438-1888, Slovak Republic +421-2-4342-94-85, South Africa +27 11 256-6300, Spain +34-91-767-6000, Sweden +46-8-631-10-00, Switzerland-German 41-1-908-90-00; French 41-22-999-0444, Taiwan +886-2-8732-9933 Thailand +662-344-6888, Turkey +90-212-335-22-00, United Arab Emirates +9714-3366333, United Kingdom +44-1-276-20444, United States +1-800-555-95UN or +1-650-960-1300, Venezuela +58-2-905-3800, or online at [sun.com/store](http://sun.com/store)

Sun Microsystems, Inc. 4150 Network Circle, Santa Clara, CA 95054 USA Phone 1-650-960-1300 or 1-800-555-95UN Web [sun.com](http://sun.com)



©2005 Sun Microsystems, Inc. All right reserved Sun, Sun Microsystems, the Sun logo, Solaris, SunSpectrum, SunSpectrum Platinum, StorEdge, BigAdmin and SunSolve are trademarks or registered trademarks of Sun Microsystems, Inc. in the United States and other countries. All SPARC trademarks are used under licensed and are trademarks or register trademarks of SPARC International in the U.S. and other countries.