

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

## Highlights

- Unlimited technical support, 8am-8pm, M-F
- Customer-defined priority with live call transfer
- Hardware service within 4 business hours
- Solaris™ OS releases and on-demand updates
- System admin resources

## Choose Silver if:

- You want expert technical support and immediate attention to urgent service requests
- You want Sun's lowest priced whole-system support plan that includes on-site service
- You only need service and support during business hours
- You also want all the basics, from OS updates and online resources to support notification services

*While the services discussed here primarily apply to Sun servers or workstations, you can also purchase Silver 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 and firmware updates.*



## Basic maintenance and support for Sun systems

For low-cost, yet incredibly comprehensive support, look to the SunSpectrum Silver Service Plan. Designed to deliver basic support during business hours, the Silver plan provides integrated, whole-system service for Sun hardware and the Solaris operating system. Balancing cost with service features, SunSpectrum Silver is the standard for systems hosting non-mission-critical applications.

SunSpectrum Silver coverage gives you all the essential services - going beyond most standard warranties by including features such as live call transfer, 4 hour onsite service, Solaris OS updates, Web-based training and up to four times more on-line technical content.

## 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 Silver 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 Silver plan includes comprehensive hardware service that is faster than most standard Sun warranties, you can potentially eliminate or dramatically reduce 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 Silver<sup>SM</sup> Service Plan

Feature	How it Works	Benefits
Telephone and Online Technical Support, 8am-8pm, M-F	You can contact Sun for assistance during extended business hours (with no limit on the number of incidents). With the Silver plan, you dictate Sun's response time through a customer-defined priority process. Your urgent calls and electronic service requests are transferred directly to the first available engineer. You can also submit and track service requests online.	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.
Hardware Service Coverage 8am-5pm, M-F	The Silver plan gives you on-site service coverage during business hours with a 4-hour 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 Sun hardware service coverage featuring onsite repair, you receive prompt, dependable service and you aren't exposed to sometimes unpredictable repair costs.
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>SM</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>SM</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.
Additional Services for Qualifying Sites	Sites that reach or exceed a SunSpectrum 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)

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