Support and Services for the SGI™ 1400L Server

Industry-leading offerings from SGI experts let you select the level of service that suits your needs

Features

- Enterprise-ready support, including expert phone support, on-site hardware support, and electronic support tools
- Global presence and support expertise wherever you need it
- Hardware support
  - Next business day on-site support, 5x9 (warranty level, free the first year), purchasable for Years 2-3
  - Four-hour response, available 5x9 or 24x7, available in one- and three-year contracts
- Software support
  - 90 days advisory support (no charge)
  - Unlimited phone support during business hours or 24x7
- Linux® software updates via *http://support.sgi.com*
- Supportfolio™: online industry-leading suite of SGI support tools for answers to frequently asked questions, patches, and drivers, available 24 hours a day

Linux Support from People You Trust

Deploying Linux lets you leverage the advantages of Linux's stability and features and the open source community. But when you come up against a tough problem, you may need expert support, and you'll want to seek it from people you trust and can depend on to come through for you when you need them. You need SGI support. Our suite of support services for SGI 1400L and Linux have been designed to meet your most demanding needs. Our flexible support programs allow you to select the level of service that meets your requirements.

Flexible Offerings to Satisfy Specific Requirements

SGI 1400L ships with a one-year warranty for hardware and 90 days of complimentary advisory-only software support.

The hardware warranty includes parts and labor, on-site next-business day support, and telephone support during SGI business hours. The same 5x9 telephone support is available for software.

Your Business Is Our Business

Our customers tell us that even more than our intimate knowledge of SGI hardware and software, they value our understanding of their business. Our support will help you optimize your system uptime and manageability and allow you to invest your energy in running your business. We work with you to challenge conventional assumptions to achieve breakthrough insights and identify innovative and cost-effective solutions.

To encourage you to optimize your server functionality, customize it to specific application requirements, and leverage your ROI by using the 1400L to your greatest advantage, SGI offers additional support at many levels to meet your unique needs, including your financial resources. These include hardware support at your site during business hours from experts who arrive within four hours of being called. For demanding environments requiring comprehensive coverage, hardware support is available around the clock within four hours of your request. All service and support options are available as both one-year uplifts and three-year support bundles. Also offered is expert and reliable software support for the operating system and all packages included in the SGI Linux Distribution. This support is available at a fixed price for unlimited calls, wherever we sell the 1400L, either during business hours or 24x7. SGI support for the 1400L will continue to grow, with mission-critical hardware support, unlimited software support, and site licensing under development.
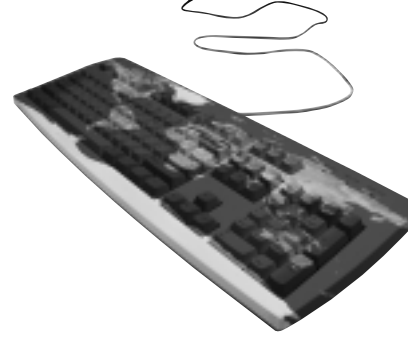
Look to SGI for Linux Life Cycle Services

Services and support typically help you solve problems. SGI service and support aims to free your mind from support issues so you can focus on your business. Not surprisingly, this leads to solutions that are exceptionally creative and cost-effective. If you're implementing, or developing, a data-intensive technical or commercial application that calls for creative and cost-effective solutions, look to SGI support and services.

Additional support is also available. SGI Educational Services provides an exciting spectrum of programs and seminars; SGI Consulting Services offers targeted assistance of every type, from increasing awareness of the business benefits of Linux and Windows NT® platforms to migrating existing systems, ensuring their interoperability with your next Linux or Windows NT systems. You can even turn to SGI to provide extended on-site system administration.

For More Information

Please contact your local SGI sales office or visit our Web site for additional information regarding our entire suite of services: *www.sgi.com/support.*

Offering	Available free as part of warranty	1-year upgrade available	3-year upgrade available
Supportfolio for downloadable software and technical information	Yes	Yes, part of support contract	Yes, part of support contract
Advisory software support	Yes, for 90 days from purchase		
Business hours software telephone support for Linux and utilities	No	Yes	Yes
24x7 software support	No	Yes	Yes
On-site hardware support, next-day response	Yes, Year 1 free	Free	Yes
On-site hardware support, 4-hour response	No	Yes	Yes
On-site hardware support, 4-hour response, 24x7	No	Yes	Yes

sgi™

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