



SGI™ Global Customer Services

Hardware Installation

Program Features

- Advice regarding installation specifications, including appropriate power, environmental, and space requirements
- Uncrating and assembly of all SGI-delivered components, including cabling
- Installation of hardware drivers with preinstalled OS
- Diagnostic testing to validate the functionality of your system and basic network connectivity

Program Benefits

- Accelerated productivity: fast setup of your SGI hardware
- SGI technical expertise: installation by experienced engineers who have a vested interest in your success

Expert Installation of Your SGI System

SGI Hardware Installation ensures that your new IRIX® system is set up promptly and properly. Your system will be installed by one of our expert support engineers in a one-time visit to your site.

Installation of High-End Systems

Some SGI systems have been designated as high-end and SGI installable due to the complexity of their hardware. Unless you are sufficiently trained to perform hardware installation, an SGI support engineer should install these systems.

We highly recommend purchasing SGI Hardware Installation for all high-end SGI systems if such installation is not already included with the product or in your support contract.

Installation of Low-End/Desktop Systems

SGI Hardware Installation is an optional service for SGI systems designated as low-end and customer-installable. Because these systems are designed to be self-maintainable, installation is not included with their support contracts or product warranties.

More SGI Services

Your SGI sales office can provide information on all SGI Global Customer Services, including the following Managed Services.

Linux®

- **Linux System Administration:** setup and ongoing maintenance of your Linux workstations and servers by an on-site systems engineer; choose whichever tasks you need during the covered period
- **Linux System Implementation:** comprehensive, professional installation and configuration to give you a fast start in using a Linux system; includes your choice of specific implementation tasks
- **Linux System Tuning:** tune-up of vital components such as kernel configuration and memory, as well as process management for increased system performance
- **Linux/Windows NT® Interoperability Implementation:** configuration of a Linux Samba server for file and printer sharing with Windows NT clients; provides Linux/Windows NT integration within hours
- **Linux ACE Implementation:** installation and configuration of SGI Linux Advanced Cluster Environment hardware and software



IRIX

- **IRIX System Administration:** setup and ongoing maintenance of your IRIX workstations and servers by an on-site systems engineer; choose whichever tasks you need during the covered period
- **IRIX System Implementation:** setup and configuration of your IRIX system software; we'll target the areas most important to you in this flexible program
- **IRIX Large Server Implementation:** applies to systems with 256 or 512 processors; installation of hardware and software, network configuration, and system tuning
- **IRIX Network Implementation:** complete installation, configuration, and testing of your network software
- **IRIX Upgrade Services:** complete installation of your IRIX operating system, including SGI bundled software, options, and applications

Applications

- **Internet Implementation:** Web server implementation services for Internet service providers
- **Data Storage Implementation:** a comprehensive service featuring disk/tape management and filesystem configuration
- **Broadcast Media Server Implementation:** hardware and software installation and configuration of an SGI video server within a digital broadcasting environment
- **IRIS FailSafe™ Implementation:** configuration and tuning of your IRIS FailSafe product for dual-server or multiserver environments
- **IRIS FailSafe HANS Implementation:** configuration and testing of the IRIS FailSafe HANS [High Availability Network Server] solution
- **MediaBase Implementation:** installation and configuration of your MediaBase software for accelerated productivity
- **MediaBase BIS Implementation:** installation and testing of your preconfigured MediaBase solution for accelerated productivity
- **E-commerce Implementation:** complete installation, configuration, and testing of e-commerce software, including server security

For More Information

Contact your local SGI sales office to learn more about our entire selection of SGI Global Customer Services and how they can help you optimize your technology investment.



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