

FullExpress and FullCare Support

The Right Service at the Right Price

Benefits

- Comprehensive hardware and software support for IRIX and Linux systems from SGI
- Ability to independently configure coverage hours
- Priority response for contract customers
- Fixed support cost, no incremental charges by incident
- Value and reliability using proven service methodologies
- Safeguarding of your technology investment

Comprehensive Support Plans for Your Computing Environment

Versatile support plans from SGI can be tailored to meet your business objectives, maximizing the return on your technology investment. SGI offers two comprehensive support plans for IRIX® and Linux® systems: FullExpress for same-day support and FullCare for next-day support. SGI is the only service provider in the industry to provide comprehensive system support for both IRIX and Linux systems and is pleased to offer core support programs worldwide.

FullExpress

The FullExpress support plan delivers full hardware and software support, including a four-hour response time for on-site hardware support. The plan is perfect for SGI customers who need rapid, reliable, on-site assistance for their SGI™ computer systems. FullExpress provides telephone support with priority direct-to-specialist response during normal business hours, five days per week, nine hours per day (5x9). SGI also offers the option of purchasing an accelerated, two-hour response package and expanded coverage to 5x12, 5x24, 7x9, 7x12, and 7x24 support. This plan allows independently configured coverage hours for hardware and software support, providing maximum flexibility. Full online support is available through Supportfolio™ Online. Software updates are included and delivered via Web downloads or on CD-ROM. All parts and labor are included, as is preventative maintenance when necessary.

With FullExpress for SGI servers, the group management feature of Embedded Support Partner (ESP) is enabled and SGI remote link technology is provided. These features provide centralized monitoring and management capabilities and allow SGI support professionals to begin analysis for your service request immediately.

FullCare

FullCare provides comprehensive support similar to FullExpress, but with a next-business-day, on-site response for hardware support. Coverage is provided on a 5x9 basis, with expanded coverage to 5x12, 5x24, 7x9, 7x12, and 7x24 support available. Software updates are included. All parts and labor are included, as is preventative maintenance when necessary.



SGI Provides the Best Support Available

The FullExpress and FullCare support plans provide the latest tools and communication vehicles to serve you as quickly as possible, including:

- **Software updates:** stay current with the latest technical updates to your SGI operating systems, applications, and software options covered in your support services agreement. Updates are provided on CD-ROM or by electronic download.
- **Online support tools:** Supportfolio Online, a comprehensive collection of online support tools, gives you immediate access to the SGI library of technical information, patches, and electronic technical assistance. An optional e-mail feature provides you with timely Supportfolio Online updates and newly released patches.
- **Telephone technical assistance:** the SGI Customer Support Center is only a telephone call away. An experienced support specialist will promptly identify the problem and provide a plan of action that ensures the optimal solution. Our goal is to provide you with the best resolution as quickly as possible. SGI assigns priority status to critical calls, with a direct connection to a product specialist. Noncritical calls receive a response by the next business day. In many locations, you can log and manage a service call electronically with SGI online tools.
- **Technical newsletter:** SGI support plans include a subscription to *Pipeline*, the SGI bimonthly online technical newsletter. Loaded with tips, techniques, and information on known problems and workarounds, *Pipeline* provides all the news you need to effectively manage your technical environment.

For more information on these or other SGI Support Services offerings, contact your local SGI sales office or visit us on the Web at www.sgi.com/support.



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