sgi®

HardwareCare and SoftwareCare

Protecting Your Technology Investment

Benefits
- Expert support from a proven multinational service provider
- Support for IRIX, Unix and Linux systems
- Flexible coverage options from 5x9 to 7x24
- Priority response for contract customers
- Fixed support cost, no incremental charges by incident
- Value and stability for your business

Hardware and Software Care for Your Computing Environment
Maximizing the return on your technology investment requires selecting the right support plan. SGI offers two versatile support plans that can be tailored to meet your business objectives: SoftwareCare for software-only support and HardwareCare for hardware-only support. SoftwareCare provides support for the IRIX® and Linux® operating systems and other SGI™ software products. HardwareCare covers SGI workstations, high-performance compute servers and storage systems. Expert SGI personnel deliver comprehensive system support for both IRIX and Linux systems worldwide.

HardwareCare and SoftwareCare
The HardwareCare support plan provides next-day response for on-site hardware support. Electronic support via Supportfolio™ Online provides next-day call-back response, while telephone support is a priority, direct-to-specialist response for critical issues. All parts and labor are included, as is preventative maintenance when necessary.

SoftwareCare is a complete software support plan delivered by SGI Call Centers via telephone, e-mail or the Web. SoftwareCare includes the same electronic and telephone support features as HardwareCare. Support is provided for usage questions, problem reports, and enhancement requests.

Generally, SoftwareCare includes electronic updates (patches & upgrades) to SGI's proprietary operating systems and applications. This same feature is available on some third-party products, but many of them, including third-party Linux operating systems are not included and must be purchased separately. In addition, SGI provides support on other operating systems and hardware as a part of the Multi-Vendor Support Services programs.

Under these programs, support is provided during normal business hours [five days per week, nine hours per day (5x9)]. Expanded coverage is available for 5x12, 5x24, 7x9, 7x12, and 7x24 support. Contact your local service sales office for availability in your city.

SGI Provides the Best Support Available
The HardwareCare and SoftwareCare support plans provide the latest tools and communication vehicles to serve you as quickly as possible, including:

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 promptly identifies the problem and provides a plan of action that ensures an optimal solution. Our goal is to provide you with a satisfactory resolution as quickly as possible. We give 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 also log and manage a service call electronically with SGI online tools.

HardwareCare and SoftwareCare

Global Support via e-mail

Getting support from SGI is also available via e-mail! You can submit service requests or inquiries using the support@sgi.com e-mail alias. Requests can be handled in English, French, German, Italian, Spanish, Norwegian, Swedish, Portuguese, Chinese or Korean. SGI's Global Customer Support Organization is available to assist you promptly and effectively.

Software Updates (SoftwareCare only)

Technical updates to SGI's proprietary operating system(s), applications and some third-party software are included. Updates to the Linux operating system are available through the separate purchase of Upgrade Protection.

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.

World-Class Service, World-Class Support

SGI Technology Solutions are empowering a world of innovation and discovery by providing top performance systems, solutions, and services to the world's leading technical and creative users. With exceptional expertise in high-performance computing, advanced visualization and the management of complex data, our specialists have the resources and skill sets to architect, implement, and support the most effective technology solutions for the 21st century. SGI EduCare programs benefit from our extensive experience.

SGI Technology Solutions offers a comprehensive range of service solutions in the following categories:
• Professional Services
• Managed Services
• Support Services
For additional information, please visit www.sgi.com.

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