

Mission-Critical Support for IRIX®

Around-the-Clock Support for Your Vital Computer Systems

Benefits

- Comprehensive hardware and software support
- Accelerated and on-site response with a six-hour system restoration commitment
- Remote system monitoring and proactive failure notification
- Dedicated account management
- Value and reliability using proven service methodologies
- Safeguarding of your technology investment

Essential Support for IRIX Systems

There are few factors more important to your business than the consistent availability of your vital computer systems. SGI provides the Mission-Critical three-year warranty upgrade for SGI™ systems running IRIX. Proactive support from the SGI Mission-Critical team of local and call-center experts helps maximize availability.

Rapid Response

Mission-Critical Support for IRIX provides coverage seven days a week, 24 hours a day, including local holidays, with on-site response to issues within two hours of notification. An SGI system support engineer will restore equipment to good working condition, including the provision of replacement parts. Using Embedded Support Partner [ESP] software and remote support, SGI will commit to restoring SGI system failures within six hours of notification. That's the kind of rapid response you need for maintaining mission-critical computer systems.

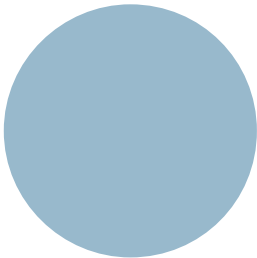
As a Mission-Critical customer, you also receive accelerated escalation for issues that require high-level or specialist attention. In addition, your technical account manager will review system event logs on a daily basis using ESP and will recommend appropriate preventative or remedial maintenance, which can eliminate system issues before they arise.

Telephone Support and Remote Diagnosis

SGI also provides around-the-clock support through a toll-free telephone number. Support is provided by a specialized Mission-Critical support team that has specific knowledge of each customer's operating environment. SGI will work with you to remotely diagnose problems, identify hardware and software products not performing in accordance with written specifications, and even provide limited technical assistance in the use of products and documentation.

Quarterly Performance Reviews

To make sure your system is operating well on a consistent basis, SGI will conduct quarterly performance reviews with you, assessing any problems and their status, the overall call activity, event logs, proactive maintenance actions, and any outstanding issues. Quarterly performance reviews are held on-site at least twice annually, while others may be conducted by teleconference.





Online Support Tools and Newsletter

SGI provides access to the Supportfolio™ Online Web site for technical support information and for submission and tracking of problem reports. Mission-Critical customers also receive a subscription to the SGI technical online newsletter, *Pipeline*. Loaded with tips, techniques, and information on known problems and workarounds, *Pipeline* provides all the news you need to effectively manage your technical environment.

Software Updates

As a Mission-Critical customer, you also gain access to updates for SGI software products covered under your service agreement. SGI will review and remotely install operating system and application patches as appropriate.

Initial Assessment Service

As an additional service, SGI will perform a comprehensive on-site system inventory, perform an operational assessment including backup and restore procedures, and assist you in documenting network topology. SGI will consult with you to set ESP parameters for event notification and monitoring and include the entire assessment in your customer profile.

Availability

Mission-Critical Support for IRIX is available in selected cities in North America. Check with your local sales representative for Mission-Critical availability in your city.

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.



Corporate Office
1600 Amphitheatre Pkwy.
Mountain View, CA 94043
[650] 960-1980
www.sgi.com

North America [800] 800-7441
Latin America [650] 933-4637
Europe [44] 118.925.75.00
Japan [81] 3.5488.1811
Asia Pacific [65] 771.0290