

Global Service Advantage Program, Service Reseller and Service Manager

Benefits

- Channel Members receive compensation when selling the complete line of SGI Support Services and Managed Services
- SGI delivers the services directly to the customer, freeing resellers from maintaining a service delivery infrastructure
- Qualified partners can opt to sell contract renewals and self-branded services

SGI'S PARTNERSHIP PROGRAM FOR CHANNELS SELLING SGI® TECHNOLOGY SOLUTIONS AND SERVICES

Add Value to Your Solution and Increase Your Revenue

Experienced Channel Members know they can achieve significant benefits when selling SGI Technology Solutions and Services. Add value to your overall customer solution and deliver complete customer satisfaction after the sale by ensuring a smooth implementation and responsive hardware and software support. By selling SGI Technology Solutions, you get maximum revenue from each and every SGI system you sell.

Furthermore, all services are delivered by SGI's world-class service organization, freeing you from the costs of maintaining a service infrastructure. These benefits are available at no cost when you join the SGI Global Service Advantage Program (GSAP).

Choose the Option That Best Fits Your Business Model

Authorized SGI Channel Members can choose between two options that are designed to fit their business models:

SGI Service Reseller

The SGI Service Reseller option is designed for the reseller who wishes to sell new SGI Technology Solutions. SGI Service Resellers sell the complete portfolio of SGI Support Services and SGI Managed Services. For a complete listing of these services, visit the SGI Technology Solutions Web site at www.sgi.com/support.

The Service Reseller shall receive compensation for the sale of Services in the form of a discount ("Reseller Discount") for new Customer Support Agreements/Contracts sold at the time of product sale or Managed Services sold at anytime.

SGI Service Manager

The SGI Service Manager option provides an attractive option for Channel partners who desire increased visibility and account control.



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In addition to receiving compensation in the form of a discount when selling Support Services and Managed Services at time of system sale, SGI Service Managers receive compensation in the form of a discount on each support contract renewal. SGI Service Managers may also opt to self-brand the SGI Support Services.

The SGI Service Manager option is available by invitation only to select Resellers playing a synergistic role with SGI. Participants require proven experience selling SGI services and the infrastructure to manage contract renewals.

Additional Benefits

Compensation on Managed Services

Provide your customers with complete service solutions by selling SGI installation, implementation, or administration services when you sell a new system and an SGI service contract. Service Resellers and Service Managers receive compensation for any Managed Services product sold. Receive the reduced cost benefit while feeling assured your customers will recognize the value of their product and service investments by accelerating their productivity with quick results.

Eligibility Requirements

To become an SGI Service Reseller, you must have a valid Channel distribution agreement with SGI or an SGI authorized distributor or master reseller. A Service Manager must be at a channel member tier of Preferred or Elite and have at least a

year of demonstrated performance at this level. They must also have a signed GSAP legal agreement or addendum, a designated service sales and administrative staff trained and qualified by SGI. They must also maintain a certain level of services connect rate (% of systems that have services sold on them) and services renewal rate (% of expiring contract revenue renewed). Please see <http://channels.sgi.com/support> for details on the current requirements.

To Enroll or for More Information

To enroll in the SGI Service Reseller or SGI Service Manager programs or for information on the SGI Global Service Advantage Program, please send an email to serviceadvantage@sgi.com. We also encourage you to visit <http://channels.sgi.com/support> for more details on the programs.

SGI Technology Solutions

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. Our mission: To be the preferred advisor and solutions provider in high performance computing that enable our customers to overcome the challenges of Complex, Data Intensive Work Flows that will Accelerate Discoveries, Innovation and Information Transformation.

Summary of Features and Benefits

Feature	Service Reseller	Service Manager
SGI Technology Solutions to Resell		
• SGI Support Services	Yes	Yes
• SGI Managed Services	Yes	Yes
• Support Services contract renewals	No	Yes
Compensation		
• Discount when selling new services	Yes	Yes
• Discount when selling contract renewals	No	Yes
Other Benefits		
• Option to self-brand service products	No	Yes



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