sgi™

SGI Global Services
Quick Reference Guide

Americas Customer Service

Global Product Warranties

Features	O2, Octane, Octane 2	
Warranty Period	1 year	
Hardware Installation*	N/A	
On-site Hardware Repair	N/A	
Hardware Parts Exchange	Return to factory exchange	
Response Times	3 days receipt to shipment	
PPM**	5X9	
Hardware Telephone Assistance	X	
Software Telephone Assistance	First 90 days	
Software Updates	N/A	
Supportfolio	X	
Technical Newsletter	X	

1   Origin200 does not include installation

*   Does not include system deinstallation and reinstallation

** PPM = Principle Period of Maintenance which is 5 days Mon-Fri 8 a.m.–5 p.m. local time, excluding SGI holidays

    N/A = Not applicable to this product warranty

Global Pro

	Origin 200, Origin2000 series, Origin 3000 series, Onyx2, Onyx3	SGI 1000 Series, Silicon Graphics Visual Workstations (230, 330, 550, Zx10)
	1 year	3 years
	X[1]	N/A
	X	X (First Year Only)
	On-Site Delivery	Year 1-On-Site Delivery Year 2 & 3-Return to Factory
	Next Business Day	Year 1-Next Business Day Year 2 & 3-3 days from receipt to shipment
	5X9	5X9
	X	X
	First 90 days	SGI O/S only, First 90 days
	N/A	N/A
	X	X
	X	X

duct Warranties

Global Support Program Features

Program Features	Mission Critical	FullExpress	FullCare
Type	H/W & S/W	H/W & S/W	H/W & S/W
Standard PPM*	7X24	5X9	5X9
Hardware Installation	High-End systems	High-End systems	High-End systems
On-site Support	X	X	X
On-site Response Time	2 hours	4 hours during PPM	NBD
Parts Exchange	Delivered On-site	Delivered On-site	Delivered On-site
Hardware Technical Assistance	X	X	X
Software Technical Assistance	X	X	X
Irix Software Updates	X	X	X
Linux Software Updates	X Web Download	X Web Download	X Web Download
Online Support Tools	X	X	X
Technical Newsletter	X	X	X
Program Limitations	Same-Day City	Same-Day City	

NOTES: Support for Linux Advanced Cluster Environment (ACE) is only available as 5X9 or 7X24 unlimited call annual contracts. ACE is not supported by Call Incident Packs

*   PPM = Principle Period of Maintenance which is 5 days, Mon-Fri 8a.m.–5p.m. local time, excluding SGI holidays

** Web Packs use web-interface only for technical assistance

NBD = Next Business Day

N/A = not applicable to this support program

HardwareCare	SoftwareCare	Linux Call Incident Packs/Web Packs	Windows /NT Call Incident Pack
H/W Only	S/W Only	S/W Only	S/W Only
5X9	5X9	5X9	5X9
High-End systems	N/A	N/A	N/A
X	N/A	N/A	N/A
NBD	N/A	N/A	N/A
Delivered On-site	N/A	N/A	N/A
X	N/A	N/A	N/A
N/A	X	X** 5, 10, or 20	X 5, 10, or 20
N/A	X	N/A	N/A
N/A	X Web Download	N/A	N/A
X	X	X	X
X	X	X	X

Support Offerings, Geographies and Systems Types

Support Offering	Geographic Availability	IRIX Systems	SGI Linux Systems	Other Linux Systems	SGI NT/2000 Systems
Mission Critical	Limited[1]	X	X		
FullExpress	Global	X	X		
FullCare	Global	X	X		
HardwareCare	Global	X	X		X
SoftwareCare	Global	X	X	X	
CallPacks	Limited		X	X	X
WebPacks	Limited		X	X	

[1] Mission Critical Support is currently available only in selected cities in the Americas

Support Options with Purchase of New System

Description	Warranty Upgrade/Extended Warranty
When to sell	Point of Sale with new system
Term	1,2,or 3 years
Program Availability	All Service Offerings
Pricing	Annualized
Payment	Prepaid *(monthly billing not available)*
Available Service Discounts	All except multiyear contract discounts

Support

Quoting Guidelines

Warranty Upgrade:
· Used to purchase one or more years of support at point of sale

Nonstandard service discounts
· See page 8 for mandatory approvals and special discount request procedures

SGI Branch Service Manager approval is always required:
· When quoting after-hours coverage or accelerated response
· When quoting FullExpress or Mission Critical

Software media option requirement (determines method of delivering updates):
· Applies to FullExpress, FullCare, SoftwareCare
· Software updates on CD-ROM (marketing code MO5-CD) or right to use/copy
  from another supported SGI system (marketing code MO5-RTU)

Operating system support:
· Included in support price tied to system marketing code

Mission Critical:
· Custom quote is required. Contact local service sales representative

Support Uplifts

Accelerated On-Site Response Time Uplifts
· SGI service manager approval required
· Not applicable to SoftwareCare

From Standard	To Accelerated	% Uplift	Applicable Program
8 hours*	4 hours	25%	HardwareCare
4 hours	2 hours	25%	FullExpress
8 hours	2 hours	50%	HardwareCare

*Sell FullExpress instead of FullCare if a 2-hour or 4-hour response time is required.

After-Hours Coverage

- SGI service manager approval required, includes holiday coverage
- Annual minimum = net support contract amount after discount is applied

5 days/week	7 days/week Uplift % Annual Min. $	Uplift % Annual Min. $
9 hours/day	Standard Coverage	10% $5K USD/CDN
12 hours/day	10% $5K USD/CDN	20% $10K USD/CDN
24 hrs/day	20% $10K USD/CDN	35% $18K USD/CDN

Invoice Frequency Uplift

- SGI standard billing is annual
- Uplift applied to all programs
- Invoice Frequency Uplifts are not applicable to Warranty Upgrades, GSA, and SEWP contracts

Billing Term	Uplift %
Quarterly	4%
Monthly	12%

Secure Site Uplift (marketing code: CS-SECURE)

Option 1: Flat Rate

- $75 per year, per disk
- Not applicable to SoftwareCare

Option 2: Per Incident

- With hardware support contract: Customers may purchase a replacement part at the current "Exchange Price" as documented in the SGI Spare Parts price book
- Without hardware support contract: Customers may purchase replacement parts at current U.S. list price as documented in the SGI Spare Parts price book (high-end and low-end systems)

Standard Service Discounts

· Discounts are additive and applied after any uplifts
· Multiyear contract discounts do not apply to warranty upgrades

Discount	Description	Discount
Volume Discount · Apply to one contract, no geographic boundaries or · Apply to multiple contracts for same customer, 10-mile/16km site radius	Annualized List $10K–$29K USD/CDN $30K–$74K USD/CDN $75K–$239K USD/CDN $240K–$599K USD/CDN $600K–$1M USD/CDN $1M–$3M USD/CDN >$3M USD/CDN	 3% 4% 6% 9% 12% 15% 17%
Multiyear Contract Term	2 years 3 years 4 years 5 years	4% 6% 8% 10%
University Program	Applicable to all support programs	50%
Developer Program	Applicable to all support programs	50%

Nonstandard Service Discounts

Non-Standard Discount Approval Matrix

Type of Service Contract	Approval Level	Discount
Point of Sale	Service Sales Rep OR Branch Service Manager	0-15%
Support Renewals	Base Service Sales Manager	0-15%
Point of Sale and Renewals	Service Sales Director AND Area Support Directors	>15%

Special Discount Request [SDR] Form required:
  Web site: *http://sales.corp.sgi.com/tools/sdr/procedures.html*

Support Glossary

Critical/Non-critical Calls

Critical: System is down or is not completely usable and operations are severely impaired. Ultimately, the customer determines whether a service call is prioritized as critical

Non-critical: All cases other than above

High-End Systems

Origin2000 Series, Origin 3000 Series, Onyx3, Onyx2, Onyx, Challenge, Power Challenge, Crimson, Power Series, Origin200

Installation (Hardware)

Support contracts with on-site assistance include hardware installation for high-end systems

Installation of low-end systems is not included with any product warranty or support contract.

Low-End Systems

O2, Octane, Indy, Indigo, Indigo2, Challenge S, Challenge M, 1000 Series server, Visual Workstations (230,330,550)

Media Option

Determines method of receiving software updates. Required for FullExpress, FullCare, and SoftwareCare. Two options: CD-ROM (MO5-CD) or right-to-use/copy (MO5-RTU)

Online Support Tools

Supportfolio Online provides maintenance patches, electronic technical assistance (logging and statusing cases online), and a technical support library; Web site: *http://support.sgi.com*

On-site Assistance

System will be repaired and parts replaced by a system support engineer at customer's site. Response time varies by support contract (SGI offers 8-hour, 4-hour, and 2-hour on-site response commitments)

Principal Period of Maintenance (PPM)

Standard service coverage period, excludes holidays Monday–Friday, 8 a.m.–5 p.m., local time

Response Times

On-site response time begins when a call is logged in at SGI's Customer Support Center and on-site requirement has been determined

Next business day: 8-hour response time during service coverage period

Same day: 4-hour or 2-hour response time during service coverage period

Telephone response time: All other support programs—Critical calls, 1 hour; non-critical calls, next business day

Same-Day Service Location

Metro location where local support branch can provide a 4-hour, on-site response within a 50-mile/80km radius and/or 7x24 on-site coverage.

Software Updates

Updates are made available for entitled software as they become available from SGI via CD-ROM and/or electronic download

Technical Newsletter

Pipeline, bimonthly distribution

Telephone Technical Assistance

Hardware support: Assistance with installing, configuring, setting up, and using SGI products; hardware fault isolation, bug reporting, and system administration support

Software support: Operating system, layered software and applications support; help with installing SGI patches

Does not include: Integration of third-party products; project-driven tasks; assistance with development, program planning, tool selection, and application tuning; Web site development

Key Support Policies

For information on support operations including end-of-life policies, stolen system process, IRIX support policy, and third-party support, please visit Web site: *http://acs.corp.sgi.com/operations/*

After-Hours Support

Telephone Technical Assistance includes:

- Hardware dispatch if on-site assistance is determined to be necessary
- Software support (not applicable to HardwareCare)
  - Help with basic system administration issues only
  - This does not include assistance with layered software or applications which is available only for service contract customers during standard business hours

On-site assistance:

- Support engineer is dispatched and provides on-site assistance during the additional hours of coverage purchased by customer (response time defined by customer's support contract)

Cancellation Policy for Support Contracts

30-day written notice is required; the penalty fee is equal to the cost of 30 days of coverage.

Deinstallation/Reinstallation

Deinstallation and reinstallation of system hardware are not covered by any service contract; they are always accomplished on a Time and Materials basis (2-hour minimum labor charge).

Premaintenance Inspection

Inspection may be required for systems prior to being covered by a support contract (with hardware component) if 30 days have lapsed since the system was covered by a standard product warranty or a support contract with a hardware component.

Current Time and Material rates apply: 2-hour minimum per incident (not per system) plus parts.

Service Payment Terms

Payment for service billings is 30 days

Standard Service Contract Term

The standard service contract is for 12 months and is prepaid

Mid-term Upgrades

Hardware and software add-ons purchased mid-support-term require support be purchased with the product. Support must match the support program covering the base system. Please call (877) 414-5844 for assistance with quoting.

Support Glossary
Key Support Policies

Time and Material Labor Rates (North America)

Same rates for both on-site support and telephone technical assistance

	Regular Hours 2-hour minimum	Extended Hours 4-hour minimum
With Service Contract	$175/hr USD/CDN	$225/hr USD/CDN
Without Service Contract	$250/hr USD/CDN	$300/hr USD/CDN
Travel Expenses	>250 miles/400 km actuals	>250 miles/400 km actuals

Regular Hours = 8 a.m.–5 p.m. local time, Monday–Friday, excluding SGI holidays
On-Site Total Time = Portal to Portal

Time and Material Labor Rates (Latin America)

Same rates for both on-site support and telephone technical assistance

	Regular Hours 2-hour minimum
With and without Service Contract	$150/hr USD
Travel Expenses	>250 miles/400 km actuals

Special Programs

University, GSA, Venture Plus, Developer Support Programs
• Questions, information: Contact the ACS Field Support Hotline (877) 414-5844
• Web site: *http://acs.corp.sgi.com/special/*

Global Service Advantage Programs for Channel Partners

SGI has two new global programs to offer channel partners. The programs are designed to increase profitability by leveraging sales of SGI Support Services. All services are delivered by SGI's service organization, reducing the channel partner costs of maintaining a service delivery infrastructure. Authorized SGI resellers may choose between two options that are designed to fit their business models.

Eligibility Requirements

Eligibility Requirements		ServiceReseller	ServiceManager
Valid channel partner legal agreement		●	●
Meet specific criteria for renewing support contracts			●
Signed terms and conditions			●
Prequalification by SGI			●
Minimum	75% renewal rate and $250,000 annual service revenue		●

Features

Features	ServiceReseller	ServiceManager
SGI Services to Resell		
Resell SGI support at point of sale	●	●
Renew SGI support contracts directly with end users		●
Compensation Methodology		
15% Channel service discount	●	●
Service Delivery		
SGI provides service direct to end users	●	●
Service Account Management		
Centralized account management and contracts administration		●
On-site implementation		●
Reduced Support Cost—Internal Systems		
Discount on service programs for demo/internal systems	●	●
SGI Customer Education and Training		
15% discount on training courses	●	●
SGI Productivity Services		
15% discount on any Managed Service product	●	●

Channel Discount Policy

- Channel partners are entitled to the channel discount specified below based on the total SGI support discount percentage extended to end-users on each SGI service contract
- Standard support discounts are additive and apply to support programs for IRIX-based systems
- Policy effective January 1, 2000.

End-User Total Support Discount	Channel Discount
0–20%	15%
21%–40%	7%
41% +	0%

Channel Warranty Policy
for IRIX–based systems

Factory warranty is also known as the product warranty or manufacturer's warranty. This is the warranty that is included at no cost with every new system. Factory warranty deliverables vary by product family.

Staging Warranty

- Provides service coverage to channel partner during staging and testing of equipment prior to delivery to end users
- Terminates 90 days from original shipment date to channel partner or when a system is sold to an end user (whichever comes first)
- Includes parts replacement and hardware telephone technical assistance
- Nontransferable

Warranty for New Systems to be Resold

The end user will receive a one-year factory warranty contingent upon the following:

- System is resold within 365 days of original ship date
- Channel partner provides end-user contact information, system serial number, date of shipment to end user, and product configuration to SGI
- Warranty start date is reset to the date system is shipped to the end user

Warranty for Internal Systems

Channel partners will receive a one-year factory warranty. If the channel partner elects to sell an internal demo/development system, any remaining balance of the factory warranty is transferable to an end user contingent upon the following:

· Demo/development system is resold within 365 days of original ship date
· Channel partner provides end-user contact information, system serial number, and system configuration to SGI

Channel Warranty Policy
for Windows NT and Linux-Based Systems

SGI 1000 Series and Visual Workstations

· 3-year product warranty
· 30-day staging warranty
· Warranty starts at date of shipment from SGI to channel partner
· Warranty is NOT reset when system is sold to end-user customer
· Customer receives any remaining warranty

SGI Service-in-a-Box

SGI Service-in-a-Box is available to customers exclusively through SGI indirect channel partners. Customers receive packaging with self-contained service contract information and easy activation instructions inside for their low-end desktop or server product. It is designed to deliver a service contract right into the hands of your customers so they can begin using SGI customer support services immediately.

Products include:

· FullCare for O2 and Octane
· HardwareCare for 1000 Series and Visual Workstations
· Linux Annual Support Contracts
· Linux and NT CallPacks

Why A Service Contract Makes Sense

Comparison	Service Contract	Time and Materials
Cost	Fixed	Variable
Priority	High	Low
Downtime	Low	High
Value	Bundled	Unbundled

Benefits of a Service Contract

1. **SGI technical expertise.** Service you'd expect from the manufacturer of your system delivered with a vested interest in your success.
2. **Priority response.** You receive priority over factory warranty customers or those without a support agreement.
3. **Fixed support cost.** No guessing games on forecasting your budget for maintenance services. Bundled support offerings save you money too.
4. **Convenience.** Taking care of the administrative paperwork up front prevents delays in establishing a payment vehicle with each service call.
5. **Safeguards your investment.** Ongoing, comprehensive support coverage helps to prolong and protect your valuable investment.

Service Sales Tools

Customer Presentations
Powerpoint presentations are currently available to download from the ACS Web site: *http://acs.corp.sgi.com/sales_tools/presentations/*

Customer Letters
Visit Web site: *http://acs.corp.sgi.com/sales_tools/letters/*

Datasheets, Brochures, and Guides
For a list of support-related literature and how to order hard-copy collateral, please visit Web site: *http://acs.corp.sgi.com/service_lit.html*

Channel partners may order service collateral from the E-Literature online form on *channels@SGI.*

Americas Proposal Office

The Americas Proposal Office is your single point of contact for all service proposals and legal services. Assistance with RFPs, RFIs, negotiations, and terms and conditions modifications, are only a few of the services that can be provided. Please visit the Americas Proposal Office web site at: *http://acs.corp.sgi.com/rfp/* or contact them at *rfpoffice@corp.sgi.com*.

IRIX 6.5 Promotion

- Promotional prices available with purchase of service contract that includes software support coverage (FullExpress, FullCare, SoftwareCare)
- Promotional price includes OS, all software bundled with OS, and updates to ALL software options, software installation not included prices are not discountable
- Cost for service contract is separate

IRIX 6.5 Product	O/S Promo Price	O/S Upgrade ONLY
Advanced Workstation Environment (AWE)	$165 USD SCU4-AWE-6.5	$600 USD SCU4-AWEN-6.5
Advanced Server Environment (ASE)	$650 USD SCU4-ASE-Promo-6.5	$1,500 USD SCU4-ASE-Non-6.5

Related IRIX 6.5 Services For Customers

- IRIX Upgrade Services
- IRIX 6.5 Migration Training for experienced IRIX system administrators

Same Day Service Locations

- The local support branch for the metro locations listed below can provided a 4-hour, on-site response within a 50-mile/80km radius as well as 7x24 on-site coverage.
- In order to sell Mission Critical, FullExpress, or accelerated on-site response, supported system(s) must be located in a metro location listed below.

U.S. State	Metro	Office Location
Alabama	Huntsville	Huntsville
Arizona	Phoenix	Phoenix
	Tucson	Tucson
California	Los Angeles	Los Angeles
	Newport Beach	Irvine
	Oakland	San Ramon
	San Diego	San Diego
	San Francisco	San Francisco
	San Jose	Mountain View
Colorado	Colorado Springs	Colorado Springs
	Denver	Denver
Connecticut	Rocky Hill	Rocky Hill
	Hartford	Rocky Hill
Delaware	Newark	Trevose
	Wilmington	Trevose
Florida	Orlando	Orlando
	Tampa	Orlando
	Miami	Ft. Lauderdale
	Ft. Lauderdale	Ft. Lauderdale
	West Palm Beach	Ft. Lauderdale
Georgia	Atlanta	Alpharetta
	Peachtree City	Alpharetta
Illinois	Chicago	Schaumburg
	Champaign/Urbana	Urbana
Indiana	Indianapolis	Indianapolis
Louisiana	New Orleans	Slidell
Maryland	Baltimore	Silver Spring
Massachusetts	Boston	Waltham
Michigan	Detroit	Farmington
	Allen Park	Farmington
	Auburn Hills	Farmington
	Dearborn	Farmington
	Warren	Farmington
Minnesota	Minneapolis	Eagen
Mississippi	Bay Saint Louis	New Orleans, LA (Federal)
	Bay Saint Louis	Slidell, LA (Commercial)
	Vicksburg	New Orleans, LA
Missouri	St. Louis	St. Louis
Nevada	Las Vegas	Seattle
New Jersey	Newark	Parsippany
	Camden	Trevose
	Moorestown	Trevose
	Parsippany	Parsippany
	Trenton	Trevose
New Mexico	Albuquerque	Albuquerque
	Los Alamos	Los Alamos
New York	Long Island	Long Island
	New York	Manhattan
North Carolina	Raleigh-Durham	Raleigh-Durham

U.S. State	Metro	Office Location
Ohio	Cleveland	Columbus
	Dayton	Cincinnati [Commercial]
Oklahoma	Tulsa	Tulsa
Oregon	Portland	Seattle
Pennsylvania	Allentown	Trevose
	Philadelphia	Trevose
	Pittsburgh	Pittsburgh
	Trevose	Trevose
	Valley Forge	Trevose
Texas	Austin	Austin
	Dallas	Dallas
	Fort Worth	Fort Worth
	Houston	Houston
	El Paso	Albuquerque
Utah	Salt Lake City	Salt Lake City
Virginia	Hampton	Hampton
	Washington, D.C.	Chantilly
Washington	Seattle	Bellevue
Washington, D.C.	Washington, D.C.	Silver Spring
Wisconsin	Milwaukee	Brookfield

Canadian/Province	Metro	Office Location
Alberta	Calgary	Calgary
British Columbia	Vancouver	Burnaby
Newfoundland	St. John's	Montreal
Nova Scotia	Halifax	Montreal
Ontario	Toronto	Mississauga
	Ottawa	Ottawa
Quebec	Montreal	St. Laurent

Latin America

Country	State	Metro Location	Office Location
Argentina	Buenos Aires	Ciuded de Buenos Aires	Capital Federal
	Cordoba	Cordoba	Capital Federal
Brazil	Sao Paulo	Sao Paulo	Sao Paulo
	Rio de Janeiro	Rio de Janeiro	Rio de Janeiro
Chile	Santiago	Santiago	Santiago
Mexico	D.F.	Mexico City	Mexico City
	Nuevo Leon	Monterrey	Monterrey
	Tabasco	Villa Hermosa	Mexico City
Venezuela	Caracas	Caracas	Caracas

Contacts and Web Sites

Americas Customer Services

Americas Field Support Hotline *Support program questions including GSA,* *midterm quoting*	[877] 414-5844
Americas Customer Services home page	*acs.corp.sgi.com*
SGI Managed Services Assistance	[800] 627-9303
For questions about selling, quoting, *and delivering SGI Managed Services*	e-mail: *service_sales@corp.sgi.com*

Customer Support

Customer Education—U.S.	[800] 361-2621
Customer Education—Canada	[800] 466-4308
Customer Information Management *Change of ownership, address changes*	[800] 959-DATA [3282]
Customer Support Center Mountain View	[800] 800-4SGI [4744]
Global Service Advantage Programs	[888] 744-4947 e-mail: *serviceadvantage@corp.sgi.com*

Related Web Sites/E-mail

Channels@SGI/Support Services *SGI Web site for channel partners*	*channels.sgi.com/support*
Corporate Web Site/Support Services	*www.sgi.com/support*
Supportfolio Online *Search tool, patches, case management*	*support.sgi.com*
Support Pricing Questions	e-mail: gcs-pricing-hotline@corp.sgi.com

sgi™

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

North America 1[800] 800-7441
Latin America 1[650] 933-4637
Europe [44] 118.925.75.00
Japan [81] 3.5488.1811
Asia Pacific [65] 771.0290