Linux® Implementation and System Management

The Industry's Most Comprehensive Family of Linux® Services

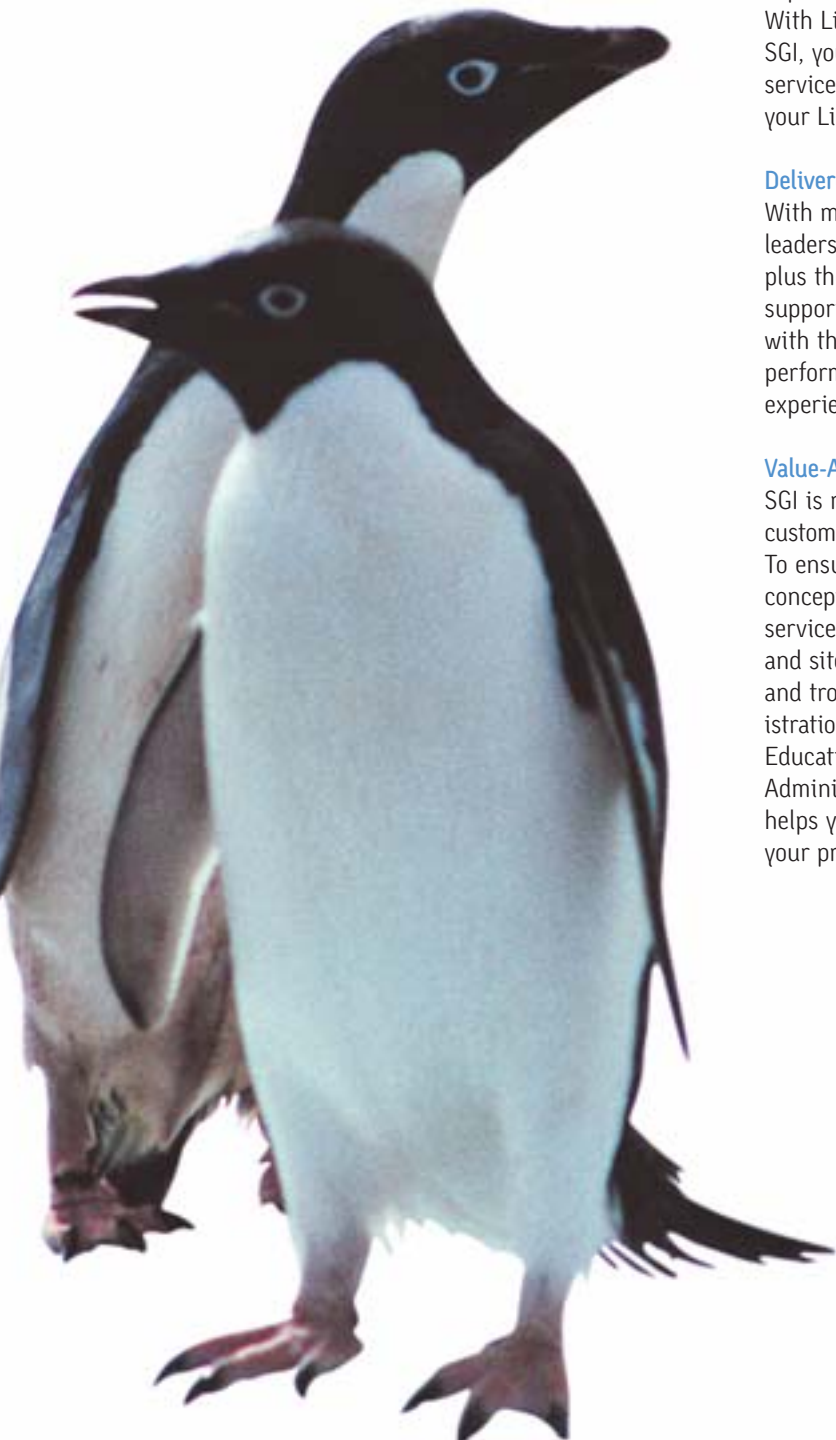### A Recognized Leader in Linux Solutions

As a major contributor to the open-source community, SGI offers everything you need to implement Linux in your business environment— including exciting products, world-class services, and extensive experience with developing and supporting open-source software. With Linux Implementation and System Management Services from SGI, you can benefit from the industry's broadest range of Linux service solutions for implementing, optimizing, and maintaining your Linux operating environment.

Delivered by a World-Class Service Provider

With more than 15 years of experience serving the world's business leaders, SGI brings world-class support, services, processes, and tools, plus the skills of nearly 200 Linux certified service professionals, to your support challenges. To extend our capabilities even further, SGI partners with the best resources in the open-source community. As a high-performance computing specialist, SGI has the advantage of large-system experience and expertise to deliver the best solutions to its customers.

Value-Added Quality

SGI is recognized for delivering the highest quality service to its customers, including customized documentation and knowledge transfer. To ensure long-term success, an SGI representative will explain basic concepts and fundamental skills specific to your Linux solution. Each service also includes documentation of the exact system configuration and site-specific data. It all makes it easier for your staff to support and troubleshoot your system. However, a background in system administration is required to maintain your system. For that, SGI Customer Education offers a comprehensive suite of courses, from Linux System Administration to Managing Linux Security. It's just another way SGI helps your staff gain the confidence needed to maintain and manage your product investment.

Managed Services

Linux System Implementation

A Comprehensive, On-Site Solution for Maximum Results

Features

- Installation and configuration of your Linux system software

- A choice of topics: select the modules that best fit your needs and objectives

Benefits

- Accelerated productivity: streamlines implementation and increases productivity

- Knowledge transfer: get insights and skills to help you learn efficient Linux system management

- Interactive, hands-on approach: understand the technology quickly and easily

Maximize Your Productivity

The Linux System Implementation service provides a comprehensive, on-site implementation for your Linux OS—based systems that delivers maximum results in minimum time. This service helps you save time while increasing the potential of business operations.

Tailored to Meet Your Needs

SGI works closely with you to set up and configure your system software, focusing on the areas you deem most critical. You select the topics related to your business objectives, and we'll concentrate on those areas. Available modules include:

- Basic configuration
- System administration and documentation
- Serial device connectivity, configuring, and testing
- Print management
- Software installation
- Disk and tape management
- Backup and recovery management
- Setup of client network services

Linux On-Site System Administration

Expert Setup and Ongoing System Management Services

Features

- Setup and ongoing maintenance of Linux software on workstations and servers

- Knowledge transfer to in-house administrators and end users

- Flexible packages with a wide range of task options

Benefits

- Accelerated productivity: lets you respond faster to problems

- Expanded support: reduces your support work-load and helps you meet required service levels

- Optimum efficiency: increases the effectiveness of your system administrators

- Enhanced value: reduces cost of ownership

Expert Management of Your Linux Systems

You can now maximize the productivity of your Linux systems by augmenting your staff's skills with the expertise of SGI. Through Linux On-Site System Administration services, an SGI systems engineer will perform crucial system setup, administration, upgrade, and expansion tasks. When appropriate, we'll also leverage the experience of our Global Services team.

Comprehensive, Customized Services

With the flexible options of Linux On-Site System Administration, you can purchase the services of an on-site engineer for a specified number of days to be used during the year or a certain number of days per week for the entire year—all the way up to full-time, five-day-a-week administration. When you maintain a full support contract for the systems covered by this program, SGI provides replacements for planned absences such as vacations. Your on-site engineer can perform tasks tailored to your specific requirements, including:

- Installing and configuring new systems and setting up new users
- Basic system administration such as disk management, space and memory allocation, operating system upgrades, and patch management
- Identifying and fixing problems in Linux OS usage and providing workarounds
- Assisting with the allocation of system resources and OS tuning and configuration
- Writing scripts to automate necessary procedures such as backup and applications

Linux System Tuning

Enhance System Performance and Maximize ROI

Features
- Checking of system parameters
- Measuring of performance parameters
- Tuning of parameters to produce optimum performance

Benefits
- Accelerated productivity: improves system performance, minimizes the need for IT attention, and helps users stay productive
- SGI technical expertise: gives you the assurance that your Linux systems have been optimized by the people who know them best
- Enhanced value: provides vital information about parameters and tools that your staff can use for ongoing tuning

Maximum Return on Investment for Your Linux Systems
The competitive demands of today's business environment require that systems operate at peak performance. Optimizing your Linux systems can result in better response times, improved system availability, and superior throughput. In turn, those improvements can translate into faster time to market, enhanced customer service, and greater productivity. System tuning allows your users to do more computing with the same resources, maximizing the investment in your SGI™ systems.

Better-Than-Ever System Performance
To optimize performance, SGI offers the Linux System Tuning service. Operating systems may be easy to use from the outside, but to provide the best performance, they need experts who can look inside and tune them properly. SGI's engineers know exactly where to look. With this one-day service, an SGI engineer checks and tunes all relevant parameters that influence system performance, including:

- Error monitoring
- Kernel configuration
- Memory management
- Process management
- Swap and disk-space management

Application tuning and long-term performance analysis are not part of this offering.

SGI Managed Services

SGI Managed Services include a broad range of product-focused services to maximize system performance and accelerate productivity. Services include hardware installation, system deployment, implementation, and on-site and remote system management. Each service is delivered by an experienced SGI engineer.

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. 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.

To Learn More

Contact your local SGI sales office to learn how SGI Technology Solutions can help you accomplish your technology goals and optimize your technology investment.

SGI Technology Solutions provides expert-to-expert technical services and solutions:

· Systems Engineering

· Professional Services

· Managed Services

· Support Services

For additional information, please visit *www.sgi.com*

More Managed Services from SGI

Implementation
· IRIX® System Implementation
· IRIX Network Implementation
· IRIX Upgrade Implementation
· SAN and CXFS™ Implementation
· Data Storage Implementation
· UPSafe™ Implementation
· FailSafe™ Implementation
· MediaBase Implementation
· SGI Media Server™ Implementation for Broadcast
· Linux® System Implementation
· ESP System Group Manager Implementation

Deployment
· Hardware Installation
· Deployment Services

System Management
· IRIX On-Site System Administration
· IRIX Remote System Administration
· Linux On-Site System Administration
· Linux System Tuning
· Performance Monitoring Service