

SGI® Service Providers Program

The SGI Partnership Program for Channels — Take Customer Support to a Whole New Level

Benefits

- Support your customers' service requirements directly with flexible support options from SGI
- Gain compensation for selling SGI Support Services, Productivity Services, and Education Services
- Maintain a primary account relationship with your end-user customers
- Receive discounts on SGI Support Services and SGI Education Services for your internal equipment and staff
- Obtain a dedicated SGI service account manager and quarterly business reviews



Own the Customer Service Relationship with Your End Users

The Global Service Advantage Program (GSAP) Service Provider Program is designed for channel partners who want to strengthen the relationship with their customers by providing service delivery. The foundation of this relationship is your centralized help desk coupled with backline technical assistance from the SGI Customer Support Center. Your certified help desk will maintain primary responsibility for delivering frontline service and first-level problem identification and resolution. Since this program has 2 levels (Category 1 for providing helpdesk support & Category 2 which includes providing on site services), you may also have your internal technical support resources provide the on site services too, if desirable.

Take Customer Support to a Whole New Level

As a service provider, you can offer your customers a range of support options, from simple warranties to sophisticated support contracts. SGI gives you the flexibility to supplement your own value-added services to create unique solutions tailored to your customers' specific requirements. By providing backline technical support for hardware and software plus access to problem analysis and solution tools, replacement parts, and software updates, SGI helps you succeed with your customers.

Customer Service Relationship

With the GSAP Service Provider Program, you maintain direct contact with your customers on all service-related issues through your centralized help desk and proactive contract management. By utilizing your technical support personnel and partnering with the SGI service organization, you provide a new dimension of value to your customers and strengthen the relationship.

Backline Technical Assistance

Your centralized support staff has direct telephone and electronic access to SGI support representatives for technical consultation or assistance with the more difficult software- and hardware-related issues. This backline support is a unique feature of the GSAP Service Provider Program.

Online and Remote Support Tools

SGI offers service providers industry-leading remote and online support tools to enable your help desk staff to quickly identify and remedy customer problems:

- ESP—real-time monitoring of systems events, availability, performance, and configuration, including ability to monitor and manage a group of systems from a centralized or remote machine
- Supportfolio—premier online support tool featuring patches, technical support, and service-call logging and tracking
- Knowledgebase—online customer self-help tool with a database of thousands of problem solutions, including software and hardware installation and troubleshooting



SGI® Service Providers Program

Reduced Services Cost for Internally Owned Systems

SGI recognizes that channel partners invest in SGI products and need to maintain their own systems for development, demonstration, and support purposes. The SGI Service Provider Program provides a vehicle to support and maintain your internal systems at a reduced cost by utilizing your internal help-desk resources.

Managed Services

As a Service Provider you may still sell and receive compensation for Managed Services delivered by SGI, but as a Category 2 Service Provider, you have the option to develop, sell and deliver your own set of Managed Services as approved by SGI.

Technical Training for Certification

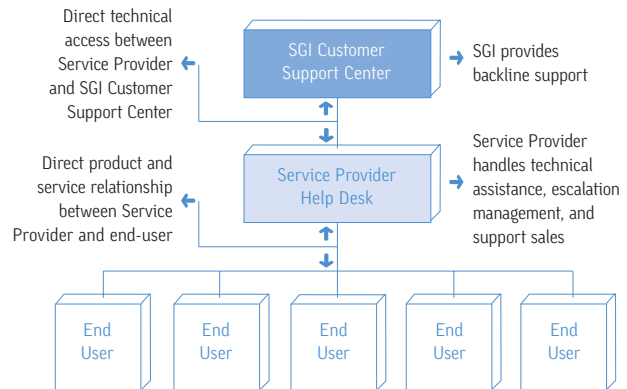
Discounts are available on a variety of classes, training manuals, and video courses from SGI to help your technical personnel acquire the knowledge and skills they need to effectively troubleshoot and repair customer systems and qualify for certification.

Eligibility Requirements

The GSAP Service Provider Program is an invitation only program for selected Service Managers in areas where SGI has limited or no service presence, or to accommodate special circumstances or needs. To become a GSAP service provider, you must be an approved SGI Service Manager and maintain that status during your tenure as a service provider. Other requirements include having a minimum of three technically trained and certified services personnel and local service sales management approval. SGI reserves the right to change the requirements at its discretion. Please contact your local service sales representative for information.

For More Information

If you have any questions or would like additional information about the GSAP Service Provider Program, please send e-mail to serviceadvantage@corp.sgi.com.



SGI Service Provider Program Model

SGI Technology Solutions Offers a Comprehensive Range of Service Solutions in the Following Categories:

- Professional Services
 - Custom Engineering
- Productivity Services
 - Managed Services
- Support Services
 - Mission Critical
- Education Services

For additional information, please visit www.sgi.com



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