

SGI® Electronic Support

Providing Maximum System Availability and Optimum System Performance

Electronic Support Features

Sophisticated electronic support tools:

- Embedded Support Partner (ESP): Industry leading remote diagnostics
- SGI® Knowledgebase: Extensive database of 15,000 tested solutions to technical issues
- Supportfolio™: Web portal for easy access to SGI support and technical information 7x24

Electronic Support Benefits

- Increase system uptime and productivity through faster problem reporting and resolution
- No additional cost to customers who have SGI Warranty, FullCare™, FullExpress™, FullExpress 7x24, or Mission-Critical support contracts
- Proactively monitor and manage your SGI® system to maintain optimum performance and high availability
- Gain access to important system performance information in real time
- Receive instant notification of any critical system events
- Automatically receive field-tested solutions to existing and potential system problems



Increase System Uptime

Today's business environment requires computing resources to be available 100% of the time. When system availability is affected, critical deadlines can be missed and revenue can be lost. SGI's integrated electronic support enables optimized system performance and 7x24 access to essential information, preventing unnecessary system downtime. SGI Embedded Support Partner (ESP), Knowledgebase, and Supportfolio form an integrated suite of easily accessed, robust electronic support services that enable you to anticipate and solve system problems before they become disruptive.

SGI® Embedded Support Partner (ESP) Maximizes System Availability

SGI Embedded Support Partner (ESP) is a proactive problem-detection software program built into the IRIX® operating system and SGI ProPack™. ESP monitors SGI machines to detect conditions that suggest potential system problems; in the event a problem is discovered, ESP alerts both the customer and SGI via the notification method preferred by the customer (plain text or encrypted email, pager, or system console message).

ESP can monitor a single system or group of systems for a variety of situations including: unusual environmental conditions, potential software and hardware failures, performance metrics, system availability and hardware and software configuration changes.

ESP administrative tools and diagnostic capability will allow you to:

- Identify and monitor potential system problems before they affect system availability
- Customize the alert notification feature to respond to critical system events
- Access standard system performance, availability, and configuration reports in real time
- Monitor and manage a single system or a group of systems

Fast Resolution to Problems

ESP can be configured to automatically generate a trouble ticket and trigger SGI Knowledgebase searches in response to specified system events. Extensive data related to events such as error messages and crash logs are added to the ticket in real time, thereby reducing the time associated with information gathering. Trouble tickets are automatically linked to the system's hardware and software configurations for quick problem investigation and troubleshooting. Business logic causes timely escalation and routing of the problems based on priority and category to the appropriate Customer Support queues for quick and effective handling. This proactive monitoring and event logging allows the system administrators, SGI Service Engineers or the SGI Global Customer Support Center to react quickly to any system interruption and minimize the impact to users. Each time a case is created a Solution search is performed and potential resolutions are offered to the customer with confirmation of the case creation. This proactive monitoring, case creation and Knowledgebase search allows customers to experience the benefits of using this industry-first, fully integrated support solution from SGI and quickly resolve any system related problems.



SGI Knowledgebase Provides Online Access to Thousands of Proven Solutions

SGI Knowledgebase helps customers resolve system problems quickly. SGI's Knowledgebase is built over Primus® eServer and eSupport knowledge management tools that provide a powerful environment for the creation and searching of solutions. Customers can log on anytime to describe a problem or pose a question through Supportfolio. They can also search a database of thousands of possible causes, fixes, and how-to instructions. With over 15,000 solutions authored by top notch SGI Engineers, the Knowledgebase is a well established and growing resource of immediately accessible, proven solutions. Using a powerful associative search technology, the SGI Knowledgebase provides matches of like or similar items with pinpoint accuracy. Unlike standard text search engines, the more information in terms of problem, symptoms, and environment statements that are supplied, the better the match on a solution will be. Users can refine the search process further by adding additional symptoms and environment information. A selected solution is listed by solution title followed by the fix information. The problem description lists the symptom statements. Environment and cause information may optionally be displayed.

SGI Supportfolio Offers 7x24 Web Access to SGI Support

The SGI Supportfolio portal is a reliable interactive web interface offering customers easy access to the SGI Knowledgebase of tested solutions, as well as access to software downloads, technical bulletins, and the SGI publication library. Supportfolio Search allows users to browse through the manual pages, release notes, SGI technical publications, and enhancement requests that are most relevant to them. Personalized e-mail notification keeps customers informed about new patch sets, bug reports, and changes in hardware or software.

Supportfolio allows customers to manage their system configuration information online, as well as open, review, and manage support cases. Customers report a problem by opening a case that is immediately routed to SGI Customer Support. Through Supportfolio customers are able to monitor the progress of all open cases and make updates as necessary until a resolution is reached. Supportfolio also provides customers with a history of cases on their systems for tracking purposes. Supportfolio Patch provides immediate access to all available patches and software updates so customers can select and download the latest patch or patch sets.

Superior System and Service Reliability

SGI Electronic Support utilizes industry leading, proprietary technology to enable sustained system uptime and performance levels. Enhanced by personalized support from SGI expert technicians, you can be confident that the best combination of technology and technical expertise is supporting your system.

For more information visit www.sgi.com/support or contact your local SGI sales office to learn more about the complete range of SGI Electronic Support and how you can optimize the performance of your SGI systems and protect your technology investment.



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