

SGISM EduCare Support

Streamlined, Cost-Effective Programs for Academic Institutions

Features

- Comprehensive hardware and software support from SGI technical experts
- Substantial discounts for eligible institutions
- Streamlined service delivery and simplified administration
- Flexible options to meet unique support requirements
- Value and reliability of proven service methodologies and industry-best practices

Specially Developed for Education

To meet the unique service and support requirements of academic institutions, SGI has developed EduCare Support. Streamlined and affordable, EduCare programs offer academia convenient, all-in-one support solutions that can be tailored to each institution's needs as they foster software development and research on the SGITMIRIX[®] platform.

Streamlined Service Delivery

SGI EduCare Support provides a single point of contact for meeting both hardware and software service and support requirements. Any caller from an institution with a support contract can receive direct technical assistance and request maintenance and service on a system-by-system basis without any restrictions. By providing one-to-one troubleshooting and software update distribution for every system covered, EduCare programs make it simple and convenient to access support whenever it is needed.

Substantial Discounts for Institutions

EduCare programs provide significant savings to eligible institutions on all hardware and software support programs offered by SGI Global Services. Additionally, EduCare contract holders may purchase support for the special EduCare Software License Bundle at a nominal charge and receive substantial discounts on support for supplemental software applications not included in the EduCare Software License Bundle.

The Flexibility to Choose the Right Program

Depending on an institution's specific support requirements, EduCare programs offer the flexibility to choose from SGI FullExpress, FullCare, HardwareCare, and SoftwareCare support. Support for the EduCare Software License Bundle and any additional software applications is available under the software components in the support agreements.





Support for Popular Applications— The EduCare Software License Bundle

By purchasing the EduCare Software License Bundle, educators and researchers automatically receive world-class support for the IRIX applications most commonly used in academia. The applications covered in the bundle are updated periodically and currently include the following:

- Message Passing Toolkit
- ProDev™ Workshop
- C Compiler
- C++ Compiler
- Fortran 90
- Fortran 77
- IRIX Dev Foundation 1.2
- IRIX Dev Libraries for 6.5
- Auto Parallelization Option

Eligibility Requirements

Any degree-granting academic institution is eligible for the discounted support services provided by SGI EduCare programs.

EduCare Support Options

All of the options offered by the EduCare program provide online support tools, telephone technical assistance, software updates (if applicable), and the *Pipeline* technical newsletter. Institutions may select from the following programs:

- FullExpress—full hardware and software support, including a four-hour response time for on-site hardware support. FullExpress provides telephone support with priority, direct-to-specialist response during normal business hours as well as software updates, parts, labor, and preventative maintenance.
- FullCare—comprehensive support similar to FullExpress, but with next-business-day, on-site response for hardware support.

- HardwareCare—next-day response for on-site hardware support. Electronic support provides next-day callback response, while telephone support is a priority, direct-to-specialist response. Parts, labor, and preventative maintenance are included.
- SoftwareCare—complete software support delivered by SGI Call Centers. SoftwareCare includes the same electronic and telephone support features as HardwareCare.

FullExpress and FullCare support contracts are enhanced by access to the integrated SGI Electronic Support tools, at no additional cost. SGI Electronic Support is an integrated suite of three unique support tools: SGI Knowledgebase, Supportfolio™ Online, and Embedded Support Partner [ESP]. SGI Electronic Support helps customers anticipate and resolve issues proactively with features such as ESP's automatic notification capability that alerts SGI to potential system problems and identifies high-probability solutions so they can be resolved before unplanned downtime occurs. For additional information, please visit www.sgi.com/support/es.

World-Class Service, World-Class Support

For nearly two decades, SGI has set the pace for high-performance data serving. A long history of technological leadership and expertise, combined with far-reaching industry alliances, makes SGI uniquely qualified to deliver integrated support solutions that create new standards for effectiveness and convenience. SGI EduCare programs benefit from our extensive experience in developing and applying proven methodologies, tools, and processes worldwide and our unmatched commitment to customer success.

For More Information

For additional information about SGI EduCare Support programs, call (866) 744-2275 or visit www.sgi.com/support/educare/.

SGI Global Services offers a comprehensive range of service solutions in the following categories:

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

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



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