Mission-Critical Support

Customized Support for Your Most Critical Systems

Benefits

- A precise match between your needs and the services we deliver
- Proactive support to prevent system failures and maximize reliability
- Fast response to problems to restore your system quickly and maximize availability
- Quick connection to the right experts to minimize your staff's time investments and keep the focus on your business

Features

Choose from the following advanced support features (availability may vary by location):

- On-site hardware coverage up to 7x24, including local SGI holidays
- Software telephone assistance up to 7x24, including local SGI holidays
- Two-hour on-site hardware response
- Six-hour system-restoration commitment
- Availability guarantees for appropriate system configurations
- Remote system monitoring and proactive failure notification using Embedded Support Partner (ESP)
- Designated technical account manager to coordinate service response
- Patch monitoring and management by SGI
- Remote patch installation by technical account manager
- Quarterly technical reviews using call histories and ESP data to analyze trends and recommend ways to further enhance system availability
- Direct connection to second-level SGI Customer Support Center experts for authorized system administrators

Tailored Support for SGI® Systems

No single, predefined support offering can fully address the support needs of all critical systems for all customers. To respond to your unique high-end business requirements, SGI provides Mission-Critical Support, the fully customized service offering that provides our highest level of support. Your SGI representative can provide details about the advanced support features available in your area and work with you to create the right package for your mission-critical systems.

Rapid Response

Mission-Critical Support can provide coverage up to seven days per week, 24 hours per day, including local SGI holidays, with a rapid on-site response for hardware issues. Using ESP software and remote support, SGI can commit to restoring SGI system failures within six hours of notification. As a Mission-Critical Support customer, you also receive accelerated escalation for issues that require high-level or specialist attention. That's the kind of rapid response you need for maintaining mission-critical computer systems.

Proactive Support

Your designated technical account manager can review system event logs on a daily basis using ESP and can recommend appropriate preventative or remedial maintenance. SGI can track patch availability and remotely install operating system patches at a time that is convenient for you. These proactive features eliminate system issues before they arise.

Telephone Support and Remote Diagnosis

SGI also provides around-the-clock support through our Customer Support Centers. Support is provided by a specialized Mission-Critical Support team that has specific knowledge of your operating environment. SGI will work with you to remotely diagnose problems and identify hardware and software products not performing in accordance with written specifications. We will even provide limited technical assistance in the use of products and documentation.

Quarterly Performance Reviews

To make sure your system is operating at maximum availability, SGI can conduct quarterly performance reviews with you to assess any problems and their status, evaluate overall call activity, monitor ESP event logs, recommend proactive maintenance actions, and address any outstanding issues. Quarterly performance reviews can be held on-site or conducted by teleconference.

Direct Connect

System administrators with strong technical skills may want to take advantage of the SGI Direct Connect option for Mission-Critical Support. This feature lets technical support calls from your seasoned professionals be routed directly to a second-level Customer Support Center team that understands your operating environment and can immediately begin working in concert with your administrator to solve the issue being reported.

Industry-Leading Electronic Support Mission-Critical Support includes several state-of-the-art electronic tools:

- Supportfolio™: Our Supportfolio Web portal offers a comprehensive collection of online support tools and gives you immediate access to the SGI library of technical information, patches, and electronic technical assistance.

- SGI® Knowledgebase: This valuable tool provides fast, easy access to thousands of proven technical support solutions that have been developed and tested by SGI engineers.

- Embedded Support Partner: ESP is a set of automated tools that monitors SGI machines to detect conditions that suggest potential problems, then alerts the appropriate personnel via flexible, customer-defined notification methods—pager, console, or e-mail (plain text or encrypted). One of the proactive functions of ESP is its ability to automatically generate a trouble ticket and trigger SGI Knowledgebase searches in response to specified system events.

Technical Newsletter

Mission-Critical Support customers receive a subscription to the SGI online technical newsletter Pipeline. Loaded with tips, techniques, and information on known problems and workarounds, Pipeline provides all the news you need to effectively manage your technical environment.

Software Updates

As a Mission-Critical Support customer, you also gain access to updates for SGI software products covered under your service agreement. SGI can review and remotely install operating system and application patches as appropriate.

Initial Assessment Service

Prior to commencing Mission-Critical Support, SGI will perform a comprehensive on-site system inventory, perform an operational assessment including backup and restore procedures, and assist you in documenting network topology. SGI will consult with you to set ESP parameters for event notification and monitoring and include the entire assessment in your customer profile.

Availability

Mission-Critical Support is available in selected cities worldwide. Check with your local sales representative for Mission-Critical Support availability in your city. For more information on these or other SGI Support Services, contact your local SGI sales office or visit us on the Web at *www.sgi.com/support*.

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*