sgi®

SGI® FullCare™ Support

Comprehensive Support from a Proven Industry Leader

Benefits

- SGI hardware and software experts resolve problems quickly to keep your business moving forward
- Software updates provide key fixes and keep you at the forefront of software technology with new features
- Hardware support is delivered on-site by SGI experts, allowing your staff to stay focused your key business objectives
- Tested and certified SGI replacement parts ensure maximum reliability for your SGI computer systems
- A next-business-day, on-site hardware response provides excellent support value for noncritical systems
- Comprehensive support contracts or warranty upgrades provide fixed pricing—no per-incident charges or SGI software updates that must be purchased separately
- As a support customer, you get a priority response to your requests
- You can configure your coverage hours for hardware and software support separately to match your specific business requirements

Comprehensive Support from a Proven Industry Leader

Flexible support plans from SGI can be tailored to meet your business objectives, maximizing the return on your technology investment. SGI offers several support plans for IRIX® and Linux® systems, including FullCare support.

FullCare delivers comprehensive support that has been rated among the best in the business for customer satisfaction. SGI is the only service provider in the industry to provide complete system support for both IRIX and Linux systems and is pleased to offer the FullCare support program in most locations worldwide.

FullCare Support

FullCare delivers complete hardware and software support with a next-business-day response time for on-site hardware support. It is ideal for SGI customers who need reliable, on-site assistance for their SGI computer systems during normal business hours. FullCare provides telephone support with priority direct-to-specialist response, five days per week, nine hours per day (5x9). Expanded coverage to 5x12, 5x24, 7x9, 7x12, and 7x24 support is also available. FullCare allows you to independently configure coverage hours for hardware and software support, providing maximum flexibility.

Industry-Leading Electronic Support

FullCare 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):** 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.

Other Features

FullCare provides the following key features:

- **Software updates:** Stay current with the latest technical updates to the IRIX operating system, Linux distributions provided by SGI, and other SGI software products covered in your support services agreement. Note: coverage of your SGI system provides operating system updates. Other software products must be added individually to your support agreement. For Linux systems, support and updates are provided for the SGI Advanced Linux™ Environment and other selected Linux distributions. (Depending on the distribution, updates may be provided via web download from the original distribution provider.)

- **Telephone technical assistance:** The SGI Customer Support Center is only a telephone call away. An experienced support specialist will promptly identify the problem and provide a plan of action that ensures the optimal solution. Our goal is to provide you with the best resolution as quickly as possible. SGI assigns priority status to critical calls, providing a direct connection to a product specialist. Noncritical calls receive a response by the next business day.

- **Parts and labor:** All parts and labor for on-site hardware repairs are included, eliminating per-incident charges and ensuring you the response you need.

Open Source Commitment and Expertise
Within the open-source community, SGI has leveraged its experience with high-productivity computing environments and contributed to Linux scalability, scheduling, memory usage, I/O, and other efforts critical to high-demand application performance, including the contribution of our high-performance journaling filesystem, XFS®.

SGI Linux engineers can develop and deliver critical fixes to our support customers and advocate for those fixes to be accepted by the open source community for inclusion in upcoming standard releases. Our expertise makes Linux a safe choice for even the most critical production environments.

Availability
FullCare is available in most locations worldwide. Check with your local sales representative for availability in your location. For more information on these or other SGI Support Services, contact your local SGI sales office or visit us at **www.sgi.com/support**.

Looking for a Faster Onsite Response?
If your systems could benefit from an accelerated onsite hardware response time, consider SGI FullExpress™ or FullExpress™ 7x24. These programs provide a four-hour onsite hardware response, with a two-hour response available as an option. Additionally FullExpress 7x24 expands coverage hours, providing system support 24 hours per day 7 days per week. An accelerated hardware response maximizes system availability, enabling your business productivity and protecting your technology investment.

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 storage, 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.