sgi®

SGI Technology Solutions

SGI® System Disk Upgrade Service
A Comprehensive Service that Ensures System Availability and Productivity

Features
· Site evaluation and assessment

· Combined hard disk upgrade and implementation service

· Disk cloning and operating system upgrade

· Verification and testing of completed upgrade

· Knowledge transfer: configuration files and upgrade review

Benefits
· Fast, comprehensive, cost-effective implementation

· Increased system disk capacity

· Opportunity to increase swap space

· Assured instant system availability

A Comprehensive Protection Solution
Components fail over time even on the most reliable systems. Downtime from the failure of your operating system disk, a relatively inexpensive but crucial system component, can result in lost revenue and productivity. A backup system disk can protect you against these losses.

SGI Managed Services provides this protection at relatively low cost with its System Disk Upgrade Service, a comprehensive solution that combines a larger-capacity hard disk and an imaging and upgrade service in a single package.

Site Evaluation for a Smooth Implementation
SGI Managed Services assesses your business and system requirements and verifies the solution's compatibility with your existing applications. Whether your goal is simply to increase system disk capacity and create a backup root disk or to evaluate your compute environment, an SGI expert will help you realize the solution that's right for you. System Disk Upgrade Service deliverables include:
· Site evaluation and assessment
· Larger-capacity hard drive compatible with your SGI system
· Migration of existing system disk data
· Backup system disk
· IRIX® operating system upgrade (for customers who have an SGI® FullCare™ or SGI® FullExpress™ contract)
· Verification and testing of your operating environment
· Activation of SGI® Embedded Support Partner (ESP)
· Knowledge transfer, including basic system disk administration and a review of all deliverables and benefits

SGI Managed Services can also design custom implementation services. Costs vary based on scope of work, hardware requirements, and other variables.

Fast, Simple Restoration of Services
The system or root disk is a crucial part of every server or workstation, because the operating system, root filesystem, and swap partition reside here. IRIX is booted from this disk when the system is brought up. When the system disk crashes or your system is hacked, the system goes down and productivity drops dramatically. System configuration, applications, drivers, and data have to be restored or replicated before you can make the system available again. Backup procedures don't help here; they're designed to save data, not to document how the system is configured.

With a valid copy of your system disk on hand, you can get your system up and running again almost instantly. Just power off, insert the clone disk, and turn the system back on. When you boot from your new disk,

Managed Services

your system should appear exactly as before, but with the larger capacity of the new disk provided by the upgrade service.

Now consider the alternative: without the clone, you would have to locate a replacement drive, install the operating system with drivers, reconfigure, and reload all your software before you could reload your last backup. This is a frustrating process that could take anywhere from four hours to a few weeks and usually requires professional help. Not all customers keep a copy handy of operating system software, programs, and drivers for their systems hardware. Nor do they have complete notes on system configuration and every system update. The System Disk Upgrade Service provides everything, including an operating system upgrade for those with a valid SGI full support agreement.

This service is not intended to replace your normal backup procedure. If your system hard drive goes down, you simply swap it out and reload your latest data backup to get up and running again.

Fast, Smooth, Cost-Effective Implementation by Experienced SGI Engineers
An SGI Managed Services engineer works closely with your personnel to upgrade the new hardware and operating system swiftly and smoothly, with minimal effect on normal business processes. SGI's renowned commitment to support assures you of industry-leading expertise and professionalism. SGI plans and executes an implementation that is fast, cost-effective, and highly satisfactory. The activation of ESP on your SGI server provides automated system performance monitoring, reporting, notification, and response from SGI Technology Solutions—an additional level of protection for your critical business data.

SGI Managed Services
SGI Managed Services includes a broad range of product-focused services to maximize system performance and accelerate productivity. Services include hardware installation, system deployment, implementation, and on-site and remote system management. Each service is delivered by an experienced SGI engineer.

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 investment.

More Managed Services from SGI

Implementation
· IRIX® System Implementation
· IRIX Network Implementation
· IRIX Upgrade Implementation
· SGI Implementation of Legato Networker®
· SAN and CXFS™ Implementation
· Data Storage Implementation
· UPSafe™ Implementation
· FailSafe™ Implementation
· MediaBase Implementation
· SGI Media Server™ Implementation for Broadcast
· Linux® System Implementation
· ESP System Group Manager Implementation
· SGI® System Disk Upgrade Service

Deployment
· Hardware Installation
· Deployment Services

System Management
· IRIX On-Site System Administration
· IRIX Remote System Administration
· Linux On-Site System Administration
· Linux System Tuning
· Performance Monitoring Service

Corporate Office
1600 Amphitheatre Pkwy.
Mountain View, CA 94043
(650) 960-1980
www.sgi.com

North America 1(800) 800-7441
Latin America (52) 5267-1387
Europe (44) 118.925.75.00
Japan (81) 3.5488.1811
Asia Pacific 65-6771-0290

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