

SGI® 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 eligible academic and not-for-profit institutions worldwide a convenient and customizable support solution.

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 Technology Solutions. Additionally, EduCare contract holders may purchase support for the special EduCare Software License Bundle for IRIX® at a nominal charge and receive substantial discounts on support for supplemental software applications not included in the EduCare Software License Bundle for IRIX.

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™, SGI® FullCare™, HardwareCare, and SoftwareCare support.

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 include the following:

- ProDev™ WorkShop
- C Compiler
- C++ Compiler
- Fortran 90 Compiler
- Fortran 77 Compiler
- IRIX® Development Foundation 1.2
- IRIX® Development 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.

Affiliates or companies not offering a degree but using educational institution equipment do not qualify for this program.



SGI® Educare Support

EduCare Support Options

EduCare customers receive access to online support tools, telephone technical assistance and software updates for IRIX and SGI Advanced Linux™ Environment.* 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—provides next-day response for on-site hardware support. Electronic support via Supportfolio™ Online provides next-day call-back response, while telephone support is a priority, direct-to-specialist response for critical issues. All parts and labor are included, as is preventative maintenance when necessary.
- SoftwareCare—complete software support plan delivered by SGI Call Centers via telephone or the Web. Support is provided for usage questions, problem reports, and enhancement requests.

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.

SGI Technology Solutions offers a comprehensive range of service solutions in the following categories:

- Professional Services
- Managed Services
- Support Services

For additional information, please visit www.sgi.com

World-Class Service, World-Class Support

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.

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 Program, contact your local SGI sales representative or visit www.sgi.com/support/educare

*FullExpress, FullCare and SoftwareCare do not include SLES9 and ProPack 4 software updates and upgrades. The purchase of Upgrade Protection is required to receive future updates/upgrades to the Altix operating system.



Corporate Office
1500 Crittenden Lane
Mountain View, CA 94043
(650) 960-1980
www.sgi.com

North America +1 800.800.7441
Latin America +55 11.5509.1455
Europe +44 118.912.7500
Japan +81 3.5488.1811
Asia Pacific +1 650.933.3000