

SGI® Multi-Vendor Support

Your SGI Support Team is Ready to Help You with Your Multi-Platform System Support Needs

Benefits

- Trust your system support to one of the world's premiere HPC suppliers, a company that has proven itself in the marketplace
- SGI employs more than 100 support engineers, who have collectively undergone tens of thousands of hours of advanced IT training
- With SGI as your sole support provider, multiple contracts, multiple bills, and multiple performance monitoring are avoided
- Guaranteed levels of service allow organizations to purchase only the support level that is needed and within budget
- Reduce your IT budget; use your key IT personnel for more productive endeavors

The complexity and power of today's multi-platform computer environments has grown exponentially. And with that growth has come an increased risk of system downtime.

Unfortunately, multiple systems often add up to multiple headaches, as IT managers negotiate multiple service contracts, juggle with multiple repair teams, and experience uneven levels of service from multiple telephone support staffs.

Fortunately, the growth in system complexity does not have to cause a breakdown in support effectiveness and efficiency.

As a leader in reliable, high-performance computing, SGI offers cross-platform total system support, whether the installations that need repair have been manufactured by SGI, Dell®, Compaq/DEC®, NetApp®, or Sun™, among others.

Utilizing SGI's three-tiered multi-vendor support services, your downtime will be minimized as a team of expertly trained SGI service technicians efficiently analyze and diagnose the problem, and then affect a viable solution. As a result, mission-critical projects are much more likely to complete on time, and within budget.

How We Do It

The SGI team is composed of more than 100 field service and support engineers, highly-trained cross-platform experts with thousands of hours of collective HPC experience. In addition, a select group of our key personnel hold the highest level of DOE, DOD and Intelligence Community security clearances.

Our team comes to you well-versed in systems operation, diagnosis, and repair; but we never stop learning. Every year, each engineer is involved in multiple retraining curricula, to ensure that he or she is able to work on the latest iterations of hardware and software at the highest possible skill levels—for every system we service.

Multiple Levels of Enhanced System Support

Whether it's an SGI or other system that needs service, you can choose from three different support levels, based on your budget and physical location. All support levels include hardware support nine hours per day during the normal workweek. If on-site assistance is needed, SGI guarantees that a technician will be available by the next business day. Additionally, you can upgrade your support level to include some types of software coverage, four-hour on-site response*, and support 24 hours per day, every day.

It all begins with a phone call

SGI's multiple system support services provide your organization with a single entry point for all your support needs. Telephone calls to our three customer service centers are typically answered by a live specialist within 30 seconds.

More than 75% of problems are solved either over the phone, or through an on site visit for basic troubleshooting and repair by a system support engineer. More complex issues are solved by product specialists skilled in specific systems and programming code.



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Benefits of Multi-vendor Support from SGI

SGI's Multi-vendor Support supplies consistent, measurable IT assistance from a proven world-class supplier of HPC systems. By working with SGI, an organization can free up its own IT people for more-profitable ventures, with the assuredness that any system problems will be solved by highly-trained individuals who intimately understand the complexities of your operation.

By trusting all your system support needs to SGI, an organization avoids the time and frustration otherwise spent negotiating multiple contracts, and then monitoring the performance of a multitude of vendors. And, by working solely with SGI and its well-defined support escalation guidelines, you can be confident that support costs will be kept to a minimum.

SGI Technology Solutions

SGI Technology Solutions is 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 more about SGI Multi-vendor support, and how SGI Technology Solutions can help you accomplish your technology goals and optimize your technology investment.

* 7x24 support is available in select cities worldwide. Please contact your SGI representative.



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