

New from SGI Technology Solutions!

# SGI® Support Solutions Plus

## The Support for Your Success

*“By being proactive in talking about multi-vendor support and leveraging our good relationship, we’ve had success in winning multi-vendor contracts. We had done such a good job supporting our customer this past 1 1/2 years that additional equipment will be added to our current contract.”*  
- Brian Smith, SGI SSE

*“Our customers believe the higher level of support provided by SGI personnel in the past is worth more than the low cost, low quality service delivered by other service providers.”*  
- John McKinley, SGI BSM

Talk to your local Service Manager to learn how Support Solutions Plus has worked for many SGI customers.

For questions:  
ssplus@sgi.com

### What is Support Solutions Plus?

It is a worldwide support program that leverages SGI expertise and infrastructure to provide additional services for our partners and customers.

### Portfolio of Services

- Multi-vendor Support Management  
Support of major vendor hardware and software
- Secure Site Support  
On-site services focused on government secure facilities
- Customer Support Center (CSC) Services  
Support for Linux, specific hardware/software products, remote system administration services, call handling, case management
- Logistics Services  
Worldwide spare parts inventory and distribution management



### Target Audience

SGI Support Solutions Plus is for SGI customers who have a heterogeneous compute and storage environment and desire a single point-of-contact for support, no-hassle accountability, and quality service from a trusted provider.

Similarly, SGI partners/integrators can expand their reach into more accounts by leveraging SGI's best in class support organization.

### Benefits

SGI expertise and professionalism are recognized by many customers worldwide whether we are providing assistance on-site or helping troubleshoot a problem over the phone. Our Customer Support Center (CSC) delivers a true 7x24 “follow-the-sun” model and time-based escalation procedure providing you with access to SGI technical support anywhere or anytime of the day. In addition, SGI has a global logistics infrastructure that ensures the right parts are available to meet our customers' needs and fulfill our commitment. Our Customer Relationship Management (CRM) tools combine all the requisite data to support SGI customers accurately and efficiently.

### A Program to Support Your Needs

Our quality of service is evident in the customer satisfaction surveys conducted by SatMetrix – SGI consistently scores approximately a 9 out of 10 each quarter. Our global support infrastructure has been time-tested which gives us the confidence to extend these same capabilities to others. SGI Support Solutions Plus is the support for your success.

Contact us now to learn how to integrate the SGI team into your process to support and grow your business.

[sgi.com/go/ssplus](http://sgi.com/go/ssplus)



Corporate Office  
SGI  
1140 East Arques Avenue  
Sunnyvale, CA 94085-4602  
650.960.1980

North America +1 800.800.7441  
Latin America +55 11.5185.2860  
Europe +44 118.912.7500  
Japan +81 3.5488.1811  
Asia Pacific +1 650.933.3000