

SGI[®] Support Solutions Plus

Benefits

- Reduce vendor management complexity with a single point of contact for multi-vendor hardware and software support
- Quality service delivered by the same experts you've come to know and trust
- Expand your reach into government and military accounts with a team of support engineers with security clearances
- Enhance your technical support capability with time-tested technical support and logistics processes

Features

- Global infrastructure and Customer Relationship Management (CRM) tools at your service
- Technical personnel with some of the highest U.S. security accreditation
- Expert Linux support on industry-standard and high-performance compute systems
- 7x24 follow-the-sun support model in 9 languages
- Time-tested customer support infrastructure and services
- Expertise in worldwide parts inventory and distribution management

The Support for Your Success

Does the list of equipment in your data center look like a “who’s who” of the major workstation, server and/or storage technology leaders in the market? Do you wish you had a single, centralized contact for all technology issues and escalations? Or is your company experiencing accelerated growth, but does not have the in-house skills to expand your support capability? If you answered “yes” to any of these questions, Support Solutions Plus is the program for you.

Support Solutions Plus is a portfolio of services that lets you focus on your core business as we address your multi-vendor support, secure site management, technical support and/or parts logistics requirements.

Simplified Support

The market continues to change towards commodity-based products and workflows are requiring an integrated mix of servers, storage and software with different technologies. Having a simplified support plan can best address these changes. Multi-vendor compute environments make it difficult to determine what products have failed and which vendor to contact for support. Varying escalation procedures and service level commitments complicate your work. With Support Solutions Plus, you can consolidate your multi-vendor contracts and get the convenience of having a single point-of-contact and no-hassle accountability for all your IT support needs. No longer will you have to contend with unsatisfactory service providers, multiple support interfaces, processes or inconsistent service levels between vendors.

Expertise and Experience

Support Solutions Plus leverages the extensive expertise and experience of SGI engineers in high-performance computing as well as in industry-standard technology to deliver the best value. Our experts are strategically located in over 35 countries, have an average of 10 years of industry experience, and receive continuous training on the latest hardware and software enhancements. Additionally, nearly 50% of SGI’s delivery personnel have security clearances which may be a requirement to support customers in the United States government and military. If you find that your sales team has sold equipment to one of these facilities before you have proper delivery personnel, call on SGI for assistance. Getting security clearance is sometimes a long and arduous process, but you no longer have to delay accessing these accounts because chances are SGI is already there to assist you.

Grow Seamlessly

SGI consistently receives a score of approximately 9 out of 10 in customer satisfaction surveys. Skills, quality of work, and attention to detail performed by our experts result in such accolades. Behind the scenes, SGI’s Customer Relationship Management (CRM) tools integrate contracts, entitlement and logistics data to enable our personnel to do their jobs more effectively and efficiently. Our time-tested delivery methodology and support processes can seamlessly be applied to your requirement.

Enhance Customer Experience

Along with growing your customer base comes the need to expand your support capability. The world's economy operates 24 hours a day, 7 days a week and speaks in many languages. Do you have the skills to cope? SGI does and we can help!

SGI Customer Support Centers (CSC) provide fast, 7x24, worldwide access to one of the most responsive and efficient problem-solving infrastructures in the industry. SGI's CSC specialists draw on their extensive background to solve complex technical issues and help customers keep productivity at maximum levels. In addition, you can access the SGI CSC by phone, by email, or over the web via our web portal, Supportfolio™. SGI's Global CSC offers local language support and is staffed with experienced professionals focused on solving problems around the clock and around the world.

SGI's Customer Support Center services give you the option to offer enhanced Linux® technical support, remote system administration, case handling and management to your own users. Nearly 75% of calls logged into the SGI CSC are resolved on the initial call. Such efficiency and expertise only comes from SGI – the company with a longstanding commitment to the ongoing development and improvement of the performance and reliability of the Linux operating system.

Multi-vendor Support Management

- 5x8 to 7x24 on-site support coverage
- Next-business day to 4-hour on-site response
- Parts and labor
- Software support

Secure On-site Support

- On-site support of major vendor hardware at secured government/military facilities by SGI personnel with the proper security clearance.

Customer Support Center Services

Features

- 7x24 English phone answering
- Support in 9 languages (English, French, German, Spanish, Italian, Portuguese, Korean, Mandarin, Cantonese)
- Global ACD system-based phone switch
- Global Customer Relationship Management (CRM) system
- Highly technical skilled workforce
- Superior Service Level Agreement (SLA) management

Services offered:

- Call Center Services:
 - Answer phone/administrative work for partners/integrators without the infrastructure
 - First call for customers of other partners/integrators
 - Follow-the-sun model provides global technical support 7x24x365 with local language support during normal business hours in all geographies
 - Dispatch of service calls to partners/integrators who primarily have a field workforce (we centralize their call services and dispatch to their field staff)

Reduce Risk

SGI's Customer Service organization has a robust logistics spares planning system and logistics distribution network to ensure service level commitments around the world are met by having the right spare parts, at the right place, at the right time. SGI's spare parts planning system can calculate the correct level of spare parts needed to support your requirement on a global basis. SGI has three global logistics hubs to deliver parts on a next business day basis as well as strategically placed warehouses to meet the needs of customers requiring same business day and 7x24 logistics support.

SGI's logistics strategy combines all elements of our core strengths to integrate our call center, entitlement/contracts management, and service parts delivery to provide seamless support to our customers around the world.

Comprehensive Support: Enhancements to Take You to the Next Level

We draw on our extensive expertise and experience to provide you with a single point of contact for maintenance of your heterogeneous compute environment, secure on-site support, customer support center and logistics requirements. Multiple service providers and service level agreements prevent you from focusing on your core business. Likewise, establishing a global technical support and logistics infrastructure from scratch is a complicated matter. Rely on SGI Support Solutions Plus to provide the resources you need to take your customer support business to the next level.

- Dispatch SGI engineers who provide support of other OEM equipment
- 7x24 service call logging
- Provisioning of low volume international technical support
- Linux support on non-SGI systems
- Remote System Administration services
- Applications support (PBSPPro, Oracle, Atempo, etc.)
- Microsoft® Windows® Compute Cluster Server (CCS) support on non-SGI platforms
- Cluster support on non-SGI platforms

Logistics Services

- Planning – Using a state of the art planning system, SGI can plan and calculate the correct levels of spare parts needed around the world to meet customer's contractually committed response times.
- Inventory Management – Full visibility and tracking ability of the entire spare parts inventory throughout the supply chain. This includes managing the spare parts inventory down to the serial number level.
- Repair - Negotiate the best price for new or repaired materials while considering the vendor's capabilities in meeting SGI's requirements in technology, quality, reliability and delivery.
- CRM – Fully integrated Customer Relationship Management application package with the SGI call center, contracts and logistics management.
- Global stocking locations – Three regional hubs in the U.S., Europe and Asia Pacific as well as over one hundred (100) stocking locations throughout the world.
- Transportation management – Management of our third party logistics partners and carriers to optimize the logistics network and minimize transportation expenses.



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