

# At-a-Glance: SGI® Support Solutions Plus™

## 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 point-of-contact for all technology issues and escalations? Is your company growing, but does not have the in-house skills to support your customers?

**The Need:** A single point-of-contact for support of my heterogeneous compute environment.

### SGI Solution: Multi-vendor Support Management

#### Features:

- 5x8 to 7x24 on-site support coverage
- Next-business day to 4-hour on-site response
- Parts and labor
- Software support
- Service levels to match most major vendor service offerings

**The Need:** A Service Provider with a global team of technical personnel with security clearance to help me access government or military accounts.

### SGI Solution: SGI Secure On-site Support

#### Features:

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

**The Need:** A Service Provider with a global infrastructure, a 7x24, follow-the-sun support model, Customer Relationship Management (CRM) tools, as well as the ability to provide support in various languages.

### SGI Solution: 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)
- Dispatch SGI engineers who provide support of 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
- Microsoft Compute Cluster Server (CCS) support on non-SGI platforms
- Cluster support on non-SGI platforms

**The Need:** A Service Provider with expertise in worldwide parts inventory and distribution management to help me expand my business.

### SGI Solution: SGI Logistics Services

#### Services Offered:

- 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 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.

## Simplify

- Single point-of-contact
- Cleared Personnel
- 7x24x365 Service Capability
- Expert Linux Support
- Proven Logistics Support

## Supported Products\*

SGI offers maintenance services as part of the Support Solutions Plus program for the following brand equipment: HP, IBM, Dell, NetApp, HDS, DDN, and other major compute or storage vendor equipment. Certain service limitations may apply by brand/model. Available service levels may vary by location. Please check with your local SGI Service Manager for more information.

Dell Products	HP Products	Sun Products
<b>High-end Servers</b> PE7XXX PE8XXX	<b>Integrity Servers</b> Itanium rx8xxx rx6xxx HPC36xx HPXW6xxx HPC5xxx	Data Center Servers Sun Fire™ Exxxx V1280  Sun Fire V100 – Vxxxx Sun Fire x86
<b>Mid-range Servers</b> PE4XXX PE6XXX	<b>ALPHAServers</b> GSXX– GS160 ASXXXX MicroVAX & VAX	SunServers Sparc Ultra™ xx SunBlade xxx Workstation w1xxx -2xxx
<b>Low-end Servers</b> PE3XX PE1XXX PE2XXX	<b>ProLiant Servers</b> BLXX c3000 c7000 DLXXX MLXXX 3000 7000 6XXX 8000	Netra™ Systems Netra 100 > Netra 20 > Netra 1280 Netra CT
<b>Mid-range Storage</b> PV130/136T PV35F PV51F PV56F PV530F PV650F PV660F PV740N PV760N	<b>Storage</b> EVA 3000 & below StorageWorks Smart Array MSAXXXX EMAXXXX	Storage - Sun StorEdge™ A1000 D2 & S1 Array 3xxxx A5200 61xx – 63xx Array
<b>Low-end Storage</b> PV120/128T PV2XX PV630F PV700/705/715N PV720N PV735N PV750/755N		

What level of support fits your need?		
Support level	Coverage hours	On-site response time*
- Hardware - Hardware + software - Call center services only	- Business hours - Extended hours - 7x24 - 7x24 including holidays	- Next-business day - 4- hour on-site - 2-hour on-site

\* Must be located within 90-mile of the nearest SGI service center. Some limitations apply.



\* SGI offers maintenance services to these and many other products. For more information, please contact your local SGI Service Manager.



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 +61 2.9448.1463