SGI FullCare Support

Comprehensive Support From a Proven Industry Leader

SGI FullExpress & FullExpress 7x24 Support

SGI FullCare™ Support

SGI HardwareCare & SoftwareCare

Comprehensive Support from a Proven Industry Leader

SGI has been associated with high-quality, high-performance computing systems for many years. Similarly, customers have consistently rated SGI support among the best in the industry.

Flexible support plans from SGI can be tailored to meet your business objectives to maximize the return on your technology investment. SGI FullCare Support delivers comprehensive hardware and software support. It is available in multi-year increments to lower your cost of ownership over time while giving you uninterrupted service from SGI.

FullCare Support

FullCare provides hardware and software support during standard business hours (5x9). FullCare includes a next-business-day, on-site response for hardware problems involving field replaceable units and priority direct-to-specialist access to support.

FullCare allows you to independently configure coverage for hardware and software support. On-site hardware support for customer-replaceable units as well as expanded coverage to 5x12, 5x24, 7x9, 7x12, and 7x24 are available options.

Other Features

FullCare provides the following key features:

Software updates: Technical updates to SGI's proprietary operating system(s), applications and some third-party software are included with your service agreement. Updates to your Linux operating system are available through the separate purchase of Upgrade Protection.

Telephone or E-mail technical assistance: The SGI Customer Support Center is only a telephone call or e-mail away. An experienced support specialist will promptly identify the problem and provide a plan of action that ensures the optimal solution. Our goal is to provide you with the best resolution as quickly as possible. SGI assigns priority status to critical calls, providing a direct connection to a product specialist. Noncritical calls receive a response by the next business day.

Parts and labor: All parts and labor for on-site hardware repairs related to field replaceable units are included, eliminating per-incident charges and ensuring you the response you need. Customer replaceable parts are shipped to you within one (1) business day after fault isolation, or as commercially reasonable.

Availability

FullCare is available in most locations worldwide. Check with your local sales representative for availability in your location. For more information on these or other SGI Support Services, contact your local SGI sales office or visit us at http://www.sgi.com/support/

Industry-Leading Electronic Support

FullCare support gives you access to state-of-the-art electronic tools for faster response and greater productivity:

Supportfolio™: Supportfolio is your web portal to critical support and product information from SGI. You can log a service request at any time for hardware and software support as well as track the status of submitted technical support cases. Supportfolio also offers a comprehensive collection of online support tools and gives you immediate access to the SGI library of technical information, patches, and product announcements.

SGI Knowledgebase: This valuable tool provides fast, easy access to thousands of proven technical support solutions that have been developed and tested by SGI engineers.

sgi

Features

- Comprehensive hardware and software support
- Next-business day, on-site hardware response
- Tested and certified SGI replacement parts
- Customizable coverage hours, response time to fit your need

Benefits

- SGI technical experts resolve problems quickly to keep your business moving forward
- Hardware support is delivered on-site by SGI experts, allowing your staff to stay focused on your key business objectives
- A next business day, on-site hardware response provides excellent support value for non-critical systems
- Comprehensive support coverage at a fixed price— no per-incident charges
- Get a priority response to your support requests

Looking for a Faster On-site Response?

If you require an accelerated on-site hardware response time, consider SGI FullExpress™ or FullExpress™ 7x24. These programs provide a same business day, four-hour on-site hardware response, with a two-hour response available as an option. Additionally, FullExpress 7x24 expands coverage hours, providing system support 24 hours per day, 7 days per week. If continuous system availability and service protection is what you need, consider SGI FullExpress Support.

SGI Global Services

SGI Global Services 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, data center solutions and storage, our specialists have the resources and skill sets to architect, implement, and support the most effective technology solutions.

To Learn More

Contact your local SGI sales office to learn how SGI Global Services can help you accomplish your technology goals and optimize your technology investment.

Global Sales and Support: sgi.com/global