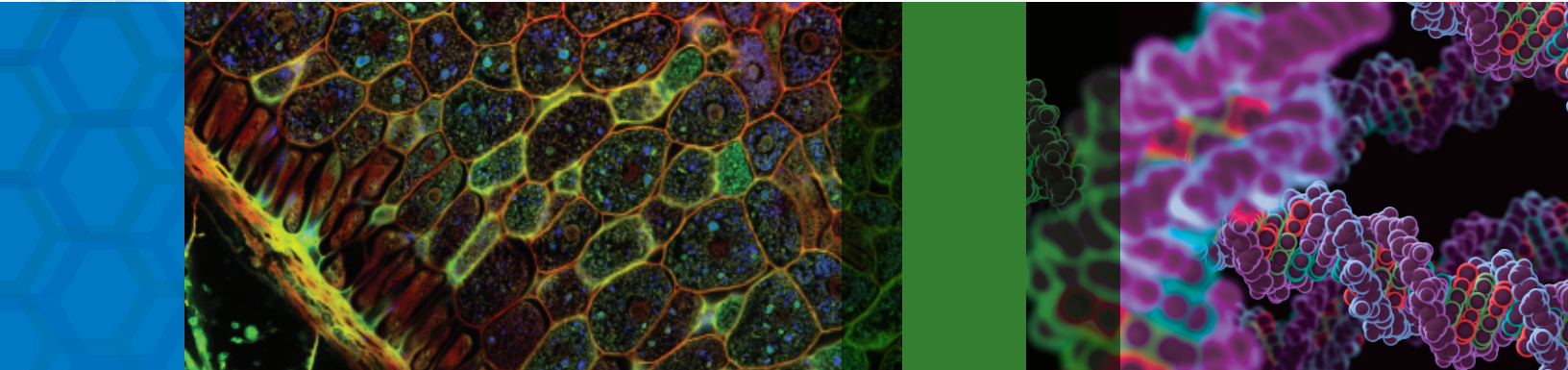


SGI Quickstart Service – for SGI® InfiniteStorage™ Gateway

Improve knowledge and understanding to maximize ROI
in the work flow environment

Key Features

- Basic product installation and knowledge transfer
- Detailed How To instruction for day-to-day monitoring and set up tasks
- Best practices for getting the most out of Gateway



SGI Quickstart Service for SGI® InfiniteStorage™ Gateway is a detailed knowledge transfer session, designed to quickly deploy technology, build confidence and speed return on investment (ROI). This service includes SGI installation of the product, detailed hardware and software overviews, focused discussion on day-to-day monitoring essentials, troubleshooting and instruction on how to perform adjustments in the system setup. The service also includes best practice sharing, which covers ways to best utilize SGI and its resources to maximize customer Return on Investment.

Service Description

The objective of the InfiniteStorage Gateway Quickstart Service is to allow IT teams to build their understanding of the Gateway and its functional components, so they can more fully utilize it over time.

SGI service professionals delivering the InfiniteStorage Gateway Quickstart Service perform the following tasks and deliverables:

- Perform basic hardware installation including: uncrating, assembly, system verification and diagnostics of purchased SGI components, basic network setup.
- Detailed product overview, which including storage, LUN creation, hardware and software.
 - Includes review of DMF and SGI System Management Center for InfiniteStorage.
- Instruction about “How To Complete” the following basic administration tasks:
 - Change the hostname
 - Change the IP address
 - Modify filesystems
 - Adjust the DMF configuration
 - Add archive media and
 - Upgrade disk drives
- Best Practices overview for Day-to-day Monitoring
- Instruction about how to troubleshoot SGI InfiniteStorage Gateway
- Overview of Best Practices for interacting with SGI's Support Services
 - Review free support tools and information in Supportfolio™
 - Review of customer's chosen support level (warranty or support services)
 - Overview of the call submission process
 - How to replace a Customer Replaceable Unit (CRU)
 - How to create a Test Case

Conditions and Exclusions

This Quickstart Service is available for first time installations. Depending on the size of the system, an additive installation service may be required. Knowledge transfer is an informal mentoring session for up to five people and not intended to provide formal training to large groups. Formal or customized training is available through SGI Customer Education. Please contact your authorized SGI Representative for more details.

Optional Services for InfiniteStorage Gateway

SGI offers additional services which complement the SGI InfiniteStorage Gateway and help turn technology into business solutions. The following services are not included in the InfiniteStorage Gateway Quickstart Service, and should be considered by customers who want to maximize their experience with SGI InfiniteStorage Gateway:

- Data Migration
- Data Storage Implementation: Disk management and LUN configuration
- Support Services: FullExpress 7x24, FullExpress, FullCare, Hardware Care
- Formal Customer Education for DMF Administration

- DMF Implementation Service, for situations favorable to unbundled DMF.
- Custom Consulting Services for Big Data

SGI provides a comprehensive portfolio services to help customers get the most out of SGI technologies.

Why SGI, Why SGI Services

SGI Services teams are customer focused in every aspect of the work we do. Whether designing and building a high performance storage environment, consulting with customers over how to best use Big Data practices in their industry or guiding customers on the best ways to work with their Global Support resources, SGI Services can help.

- Proven over time: Decades of experience in Support Services, Professional Services and Customer Education.
- Global: SGI Services are delivered in over 25 countries around the world.
- Responsive: SGI listens to customers and partners with them to meet their needs. SGI focuses on enabling customers in their work.

SGI support and services allow you to stay focused, while maximizing the return on your technology investment.

Support Services	Installation Services	Consulting & Professional Services	Customer Education
<ul style="list-style-type: none"> • FullExpress 7x24 • FullExpress • FullCare • HardwareCare 	<ul style="list-style-type: none"> • Hardware installation • Data Storage implementation: Disk management and LUN configuration • System relocation • System & software installation / configuration • On-site & remote system management 	<p>Consulting Practice Areas</p> <ul style="list-style-type: none"> • Big Data • Storage • HPC • Visualization <p>Packaged Professional Services</p> <ul style="list-style-type: none"> • Data Migration • DMF Implementation Service • CXFS Implementation Service • Lustre Implementation Service • Application Implementation • Quickstart 	<p>Courses delivered on-site or on-line</p> <ul style="list-style-type: none"> • Linux Curriculum • System & Network administration • System Analysis & Tuning • Cluster Administration • Software Development • Storage Administration • SGI Partner Courses

Global Sales and Support: sgi.com/global

