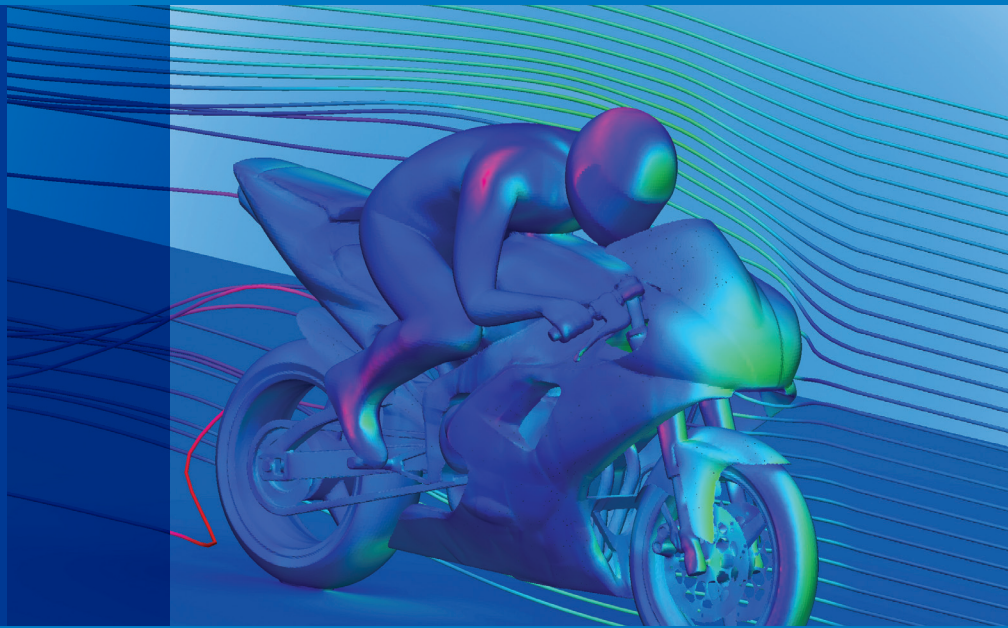




SGI Services

SGI Global Services Maximize ROI



S&I Services allow you to stay focused while maximizing the return on your investment.

So many factors compete for an IT person's time. Users need quality assistance. Teams need knowledgeable guidance. Just keeping up with the technology developments in the industry can be a full time job!

S&I understands. To help, we provide access to individuals with Big Compute and Big Data expertise. We deploy these experts where, when and the way our customers need them. We focus on technology and the way it fits in your workflow. Whether you need to create a custom solution, train your IT team, or install and support the core technologies S&I offers, we can help.

When you choose S&I services, you can breathe easier, knowing you have a trustworthy partner on your team.

www.sgi.com/services

Professional Services

Creating Solutions for customers' workflows in Big Data, Big Compute.

SGI Professional Services pull together the technical expertise of our Solution Architects, business and process expertise of our certified Project Managers to craft solutions appropriate to the customer need. It's all about domain knowledge and subject matter expertise, infused throughout the team. Practice areas include:

- Big Data
- Storage
- HPC
- Visualization

Operating within these practice areas, SGI Solution teams provide results that include product installations, helping customers build confidence and adopt a product. They also tackle complex implementations and integration. Improving customer value even further, SGI Solution teams will consult to provide assessments, tuning and optimization. For customers who require special security considerations, SGI can lend highly technical, security cleared personnel to the task.

www.sgi.com/services/professional

Customer Education

Providing Deep Value through Deep Learning

SGI Customer Education provides technical training to deepen and enrich understanding of SGI technology. Whether on-site, online or in our classroom, our Customer Education program allows customers to capture more return on their technology investment.

Popular courses include:

- System administration
- Cluster administration
- Software and applications
- Hardware maintenance

For customers with unique training needs, customized education courses are available. Please see an SGI representative.

www.sgi.com/education

Installation Services

Start off with Quality Deployment

SGI product installation ensures investments in SGI technology start down the path to success. Installation teams focus on the following:

- Hardware installation
- Data Storage implementation:
Disk management & LUN configuration
- System relocation
- System & software installation / configuration
- On-site & remote system management

SGI Installation ensures customers start with quality product deployment, and have the opportunity to capture a maximum return on their investment.

www.sgi.com/services/installation

Support Services

Trust SGI Technology to the Experts

Customers who want the most out of their investment trust SGI Support Services. We provide flexible options, along with a solid service program. This allows us to address customer specific needs while providing consistent delivery. Examples include 7 x 24 support coverage with a four hour response time, or same day on-site support. Perhaps an onsite parts depot is what's needed. For customers who need even more specialized support, we can craft a unique support program.

Whatever the case, our experienced, connected support technicians can help. And of course, only SGI support services are directly connected to SGI engineering and armed with the freshest technical detail available.

SGI Standard Support Service Plans Include

- FullExpress 7x24
- FullExpress
- FullCare
- HardwareCare and SoftwareCare

So, why SGI Support Services?

No one else can provide the experience, technical expertise, direct connection to SGI engineering or customer-focused flexibility we can. Trust your SGI technology to SGI Support Services. Let the experts protect your investment.

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 workflow or providing technical assistance, 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 administration 	<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™ filesystem Implementation Service • Lustre Implementation Service • Application Implementation Service • Quickstart 	<p>Courses delivered on-site or on-line</p> <ul style="list-style-type: none"> • Linux® O/S Curriculum • System & Network administration • System Analysis & Tuning • Cluster Administration • Software Development • Storage Administration • SGI Partner Courses

Global Sales and Support: sgi.com/services

