

SunSpectrumSM Support

Comprehensive coverage for Sun desktops, servers, and storage.



Key highlights

SunSpectrum PlatinumSM for mission-critical support

SunSpectrum GoldSM for business-critical support

SunSpectrum SilverSM for basic support

SunSpectrum BronzeSM for self support

This service helps you:

Get the most of your investment

Reliably meet high availability requirements

Keep systems optimized for peak performance

Run Sun systems with confidence

Meeting your demands for high availability with flexible levels of support

In today's competitive business environment, your company is more reliant on systems than ever before. While the purchase of a new Sun system gives you the key to leading technology and processing power, you need service to help optimize performance and availability. Great technology deserves great service, and SunSpectrumSM support is the surest way to help you keep your systems running smoothly.

To meet your demands for availability, SunSpectrum support combines preemptive services, hardware support, and SolarisTM Operating System (OS) upgrades so you can resolve technical issues quickly and effectively. SunSpectrum provides four levels of support: SunSpectrum PlatinumSM; SunSpectrum GoldSM; SunSpectrum SilverSM; and SunSpectrum BronzeSM. From mission-critical service to basic self-maintenance support, you can get the support you need for your unique requirements.

Net-Connected!

Your SunSpectrum service agreement lets you take full advantage of SunSM Remote Services (SRS) Net Connect, Sun's innovative remote services platform for:

- Early awareness of system issues through automatic event detection and notification
- Faster problem resolution since Sun and your staff share a single view of system telemetry and alert information
- Valuable insight into system performance and configuration data through your own password-protected portal
- On-demand system health checks to proactively identify and preempt known issues

Giving you piece of mind

All SunSpectrum service levels benefit from the exceptional skills and commitment of our support specialists. Your inquiries are handled by experienced Sun engineers with deep and current knowledge of Sun products. Sun’s support engineers have access to extensive lab facilities and Sun product engineering teams, and take an average of 20 days of technical training every year.

Upgrade Today!

Sun makes it easier for you reduce costs and lower total cost of ownership by offering a discount on SunSpectrum support. Simply upgrade your warranty to a SunSpectrum contract, and you’ll receive significant savings.

Take the next step

To learn more about the benefits of SunSpectrum support, call your Sun Sales Representative or Sun Authorized Reseller or visit our Web site at: sun.com/service/support/system.

SunSpectrum Support Features At-a-Glance

	PLATINUM	GOLD	SILVER	BRONZE
Account Management	Quarterly	Semi-annual		
Interoperability Support				
On-site Service Coverage	24/7	8 am – 8 pm M-F	8 am – 5 pm M-F	
On-site Service Response	2 Hours	4 Hours	4 Hours	
System Health Checks		Optional	Optional	Optional
Replacement Parts				
Tech Support Coverage	24/7	24/7	8 am – 8 pm M-F	8 am – 5 pm M-F
Tech Support Response	Live Transfer	Live Transfer	Live Transfer	4 Hours
Solaris OS Upgrades				
Online Resources				
Support Bulletins				

Net-Connected

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