

SGI HardwareCare and SoftwareCare

Protecting Your
Technology Investment

**SGI FullExpress &
FullExpress 7x24 Support**

SGI FullCare™ Support

**SGI HardwareCare &
SoftwareCare**



Hardware and Software Support for Your Computing Environment

Maximizing the return on your technology investment requires selecting the right support plan. SGI offers two versatile support plans that can be tailored to meet your business objectives: SoftwareCare for software-only support and HardwareCare for hardware-only support. SoftwareCare provides support for the Linux® operating systems and other SGI software products. HardwareCare covers SGI high-performance compute servers and storage systems. Expert SGI personnel deliver all system support worldwide.

HardwareCare and SoftwareCare

The HardwareCare support plan includes a next-business-day, on-site response for hardware problems involving field and customer replaceable units and direct-to-specialist telephone technical support. Electronic support via SGI Customer Portal Online allows you to log a service request at any time and track the status of submitted technical support cases.

SoftwareCare is a complete software support plan delivered by the SGI Global Support Center via telephone, e-mail or the Web. Support is provided for usage questions, problem reports, and enhancement requests.

SoftwareCare includes electronic updates (patches & upgrades) to SGI's proprietary operating systems and applications. This same feature is available on some third-party products, but many of them, including third-party Linux operating systems are not included and must be purchased separately.

Under these programs, support is provided during normal business hours [five days per week, nine hours per day (5x9)]. On-site hardware support for customer-replaceable units as well as expanded coverage to 5x12, 5x24, 7x9, 7x12, and 7x24 are available options. Contact your local service sales office for availability in your location.

Support at Your Fingertips

The HardwareCare and SoftwareCare support plans provide the latest tools and communication vehicles to serve you as quickly as possible, including:

Online Support Tools

SGI Customer Portal Online, a comprehensive collection of online support tools, gives you immediate access to the SGI library of technical information, patches, and electronic technical assistance. An optional e-mail feature provides you with timely SGI Customer Portal Online updates and newly released patches.

Telephone Technical Assistance

The SGI Customer Support Center is only a telephone call away. An experienced support specialist promptly identifies the problem and provides a plan of action that ensures an optimal solution. Our goal is to provide you with a satisfactory resolution as quickly as possible. We give priority status to critical calls, with a direct connection to a product specialist. Noncritical calls receive a response by the next business day. You can also log and manage a service call electronically with SGI online tools.

Global Support via e-mail

SGI support is also available via e-mail! You can submit service requests or inquiries using the support@sgi.com e-mail alias. Requests can be handled in English, French, German, Italian, Spanish, Portuguese, and Chinese. SGI's Global Customer Support Organization is available to assist you promptly and effectively.

Software Updates (SoftwareCare only)

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

For more information on these or other SGI Support Services offerings, contact your local SGI sales office or visit us on the Web at www.sgi.com/support



Benefits

- Expert support from a proven multinational service provider
- Flexible coverage options from 5x9 to 7x24
- Priority response for contract customers
- Fixed support cost, no incremental charges by incident
- Value and stability for your business

World-Class Service, World-Class Support

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.

For additional information, please visit www.sgi.com.

Global Sales and Support: sgi.com