

SGI FullCare™ Support

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

COMPREHENSIVE SUPPORT FROM A PROVEN INDUSTRY LEADER

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 for current and legacy SGI products. 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 delivers complete hardware and software support with a next business day response time for on-site hardware support. It is ideal for SGI customers who need reliable, on-site assistance for their SGI computer systems during normal business hours. FullCare provides telephone support with priority direct-to-specialist response, five days per week, nine hours per day (5x9). Expanded coverage to 5x12, 5x24, 7x9, 7x12, and 7x24 support is also available. FullCare allows you to independently configure coverage hours for hardware and software support, providing maximum flexibility.

Industry-Leading Electronic Support

FullCare support includes several state-of-the-art electronic tools:

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 FullCare™ Support

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.

Embedded Support Partner (ESP): ESP is a set of automated tools that monitors SGI machines to detect conditions that suggest potential problems, then alerts the appropriate personnel via flexible, customer-defined notification methods — pager, console, or e-mail (plain text or encrypted). One of the proactive functions of ESP is its ability to automatically generate a trouble ticket and trigger SGI Knowledgebase searches in response to specified system events.

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 technical assistance: The SGI Customer Support Center is only a telephone call 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. Non-critical calls receive a response by the next business day.

Parts and labor: All parts and labor for on-site hardware repairs are included, eliminating per-incident charges and ensuring you the response you need.

Open Source Commitment and Expertise

Within the open-source community, SGI has leveraged its experience with high-productivity computing environments and contributed to Linux scalability, scheduling, memory usage, I/O, and other efforts critical to high-demand application performance, including the contribution of our high-performance journaling filesystem, XFS®.

SGI Linux engineers can develop and deliver critical fixes to our support customers and advocate for those fixes to be accepted by the open source community for inclusion in upcoming standard releases. Our expertise makes Linux a safe choice for even the most critical production environments.

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/customerservice.html>

Looking for a Faster Onsite Response?

If you require an accelerated onsite hardware response time, consider SGI FullExpress™ or FullExpress™ 7x24. These programs provide a same business day, four-hour onsite 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 Technology Solutions

SGI Technology Solutions 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, advanced visualization and storage, our specialists have the resources and skill sets to architect, implement, and support the most effective technology solutions for the 21st century.

To Learn More

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



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