

# SGI FullExpress & FullExpress 7x24 Support

Fast, Proactive Support for Your  
Vital Computing Resources



SGI FullExpress &  
FullExpress 7x24 Support

SGI FullCare™ Support

SGI HardwareCare &  
SoftwareCare

## FullExpress 7x24 Support

FullExpress 7x24 delivers around-the-clock hardware and software coverage with a four-hour, onsite response for hardware problems involving field replaceable units and telephone technical support. Customer replaceable units are shipped with a targeted arrival time within the contracted service level agreement (SLA). It is perfect for customers who need rapid, reliable on-site assistance. FullExpress 7x24 provides telephone support with priority response seven days per week, 24 hours per day, including local SGI holidays. You can also choose an accelerated, two-hour on-site hardware response.

## FullExpress Support

FullExpress delivers complete hardware and software support, including a four-hour response time for on-site hardware support involving field replaceable units, and telephone support. Customer replaceable units are shipped with a targeted arrival time within the contracted service level agreement (SLA). It is ideal for SGI customers who need rapid, reliable on-site assistance for their SGI computer systems during normal business hours. FullExpress provides telephone support, five days a week, nine hours per day (5x9).

## Other Features

FullExpress 7x24 and FullExpress provide 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 or Remote assistance:** SGI Remote Support Services offers secure 24x7 monitoring and a remote connection between SGI Support and the customer's IT staff combine to improve operational efficiency, facilitate business continuity, reduce operational costs, and mitigate risk. Only a telephone call or e-mail 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. Cases are resolved according to problem severity with critical calls receiving the highest priority. Non-critical cases logged outside business hours are worked during the next business day.

**Parts and labor:** All parts and labor for on-site hardware repairs related to field and customer replaceable units are included, eliminating per-incident charges and ensuring you the response you need. Customer replaceable units are shipped with a targeted arrival time within the contracted service level agreement (SLA).

## Availability

FullExpress 7x24 and FullExpress are available in many 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 [www.sgi.com/support](http://www.sgi.com/support)

## Support Options

SGI also offers accelerated, two-hour response package, on-site hardware support for customer-replaceable units as well as expanded coverage to 5x12, 5x24, 7x9, 7x12, and 7x24. This plan allows you to independently configure coverage hours for hardware and software support, providing maximum flexibility.



### Industry-Leading Electronic Support

FullExpress support gives you access to state-of-the-art electronic tools for faster response and greater productivity:

**SGI Customer Portal:** SGI Customer Portal 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. SGI Customer Portal 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 Knowledgebase:** This valuable tool provides fast, easy access to thousands of proven technical support solutions that have been developed and tested by SGI engineers.

### SGI Global Services

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.

### To Learn More

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

#### Features

- Comprehensive hardware and software support
- Same-day, on-site hardware response
- Tested and certified SGI replacement parts
- Customer replaceable units included
- 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 technical experts, allowing your staff to stay focused on your key business objectives
- Same-day, on-site hardware response provides excellent support value for critical systems
- Comprehensive support coverage at a fixed price—no per-incident charges
- Customer replaceable unit inclusion provides swift and convenient swap out
- Priority response to your support requests

Global Sales and Support: [sgi.com](http://sgi.com)

