

# SGI® FullExpress™ and FullExpress™ 7x24 Support

## Fast, Proactive Support for Your Vital Computing Resources

### 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

### Additional FullExpress 7x24 Benefits

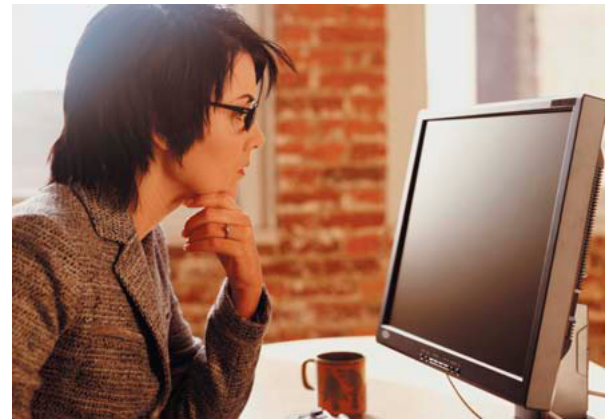
- 7x24 support provides continuous coverage for your most important systems
- Quarterly reviews using call histories and Embedded Support Partner (ESP) data let us analyze trends and recommend ways to further enhance your system availability

### FullExpress 7x24 Support

FullExpress 7x24 delivers around-the-clock hardware and software coverage with a four-hour response time for on-site hardware support. It is perfect for customers who need rapid, reliable on-site assistance for their SGI computer systems. FullExpress 7x24 provides telephone support with priority direct-to-specialist 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. Quarterly reviews using call histories and data from SGI Embedded Support Partner let us analyze trends and recommend ways to further improve system availability.

### FullExpress Support

FullExpress delivers complete hardware and software support, including a four-hour response time for on-site hardware support. 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 with priority direct-to-specialist response, five days a week, nine hours per day (5x9). SGI also offers the option of purchasing an accelerated, two-hour response package and expanded coverage to 5x12, 5x24, 7x9, 7x12, and 7x24 support. This plan 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 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.



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### 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 E-mail technical assistance:** The SGI Customer Support Center is 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. SGI assigns priority status to critical calls, providing a direct connection to a product specialist. Noncritical 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

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 <http://www.sgi.com/support/>

### 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 for the 21st century.

### 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.

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