

Support Solutions



SMART Operating System Support—SUN Solaris

Keystone's SMART Operating System Support Services are the fundamental building block of our range of Support Solution Products, providing a powerful expertise foundation to guarantee the highest levels of customer support. For the range of SUN Solaris Operating Systems, we provide a single point of control, co-ordination and delivery of first rate technical user support. This ensures a high quality service and immediate access to a team of technical support specialists.

Available 24 hours a day, 365 days a year, complete with an unlimited number of support calls, and backed up by full access to our Technical Support Services team. Support calls can not only be for technical support but also for general advice and guidance, without incurring further costs.

SUN Solaris Operating System Support is offered at a standard rate per server, irrespective of specifications, up to a maximum number when a group contract is applied and all servers are supported, again irrespective of hardware specification. Our unique approach enables customers to enjoy substantial cost savings in a multi-server and multi-platform environment. Additional service options are available for on-site escalation where telephone query fails to provide a suitable resolution.

Our Sun Solaris Operating System Support also offers a remote dial-in function via a modem to diagnose, and where possible, provide the appropriate solution.

Keystone's SUN Solaris Support Services, with the inclusive dial in diagnostics function, provides the most professional, efficient and cost effective support service currently available.

SUN Solaris Products which are supported include:

- **SUN Solaris v2.6**
- **SUN Solaris v7**
- **SUN Solaris v8**
- **SUN Solaris v9**

We hold the following SUN Solaris Certifications:

- **Sun Certified Administrator Part 1 & 2 for Solaris 8**
- **Sun Certified Administrator Part 1 & 2 for Solaris 7**
- **Sun Certified Administrator Part 1 & 2 for Solaris 2.6**

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