



Providing the Complete Solution for your Data Center Needs

▶ **SUN** Systems Maintenance



SUN Systems Maintenance



A premium service from an industry leader in support of Sun Microsystems



With over 25 years experience in providing Systems Support for a number of key manufacturers, NCE fully understands the demands of a mission critical environment.

Utilizing our 10+ years experience in maintaining Sun Microsystems customers, NCE has built and implemented a Sun Microsystems hardware support program that provides a premier level of support while ensuring maximum uptime and reliability.

At NCE we fully appreciate the serious financial and operational repercussions that a company's downtime can bring. At NCE our vast experience in the service industry has allowed us to fine tune our support services to ensure any problems our clients encounter, are dealt with quickly and effectively.

Features of NCE's SUN Support Program

- **Traditional Hardware Break/Fix for Servers and Data Storage.** NCE provides traditional break/fix services for virtually the complete line of Sun Microsystems products from the Netra to the Enterprise SunFire™ class machine including tape and disk StorEdge™ systems.
- **Service Level Agreements Tailored to End-User Requirements.** From critical servers requiring 7X24X365 response with guaranteed "Call To Repair" needs to the selfmaintainer requiring parts only with technical assistance, NCE has a plan to fit your requirements and budget. Preventive Maintenance Per the OEM Specifications Checking error logs, fans and air flow, checking trouble LED's and general cleanliness can in fact reduce the number of emergency calls. That's why NCE does preventive maintenance. Does your current vendor?
- **OEM Manufactured Spare/Replacement Parts.** NCE does not use third party replacement parts. All parts used in the service of Sun Microsystems are either new or remanufactured to perform as new.

The NCE inventory management system is fully ISO 9001 compliant and ensures that all parts and spares meet reliability and OEM specifications.

- **Operating System Assistance Support.** In accordance with the OEM License Agreement, the end user must maintain valid O/S licenses with the OEM as per their use and copy write terms and conditions
- **Engineering Change, Firmware, Microcode Management Assistance-** in accordance with the OEM License Agreement.

NCE works with the end-user to ensure that their hardware is at the appropriate level for their environment for optimal performance. All assistance is provided within the scope of the OEM's terms and conditions.



NCE Services
Your Partnership for Servers & Data Storage

Repair

Supply

On-site

PEP

Adv Exchange



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- **On-Site Sparring Available.** For critical systems and storage, NCE will provide on-site sparring. On-site sparring provides for faster return to service by minimizing the need to procure and travel for replacement inventory.
- **Trained and Experienced Field Engineering Staff.** NCE Field Engineers average over 17 years of experience and training is refreshed on a regular basis. Training is accomplished either through the OEM or from NCE's lecture and laboratory facility in San Diego California. Field Engineers are backed by the NCE Technical Support Group who average over 20 years of level 2 and 3 support capability and experience.
- **On-Line Access to Call Status.** NCE optionally provides a web based interface into the service program so that our clients can view their own service events in "real time".
- **Call Management.** NCE employs a call management system that includes an escalation process tailored to the specific needs of our clients. This program includes both technical and managerial escalation to ensure a timely restoration to full hardware operation within specific time frames.
- **Rates Significantly Below The OEM.** At NCE, we understand that the deciding factor when looking for an alternative support program, is often related to your maintenance budget cost. NCE has consistently provided a level of service at least equal to the OEM while providing discounts that allow you to spend your hard earned dollar on other pressing needs.



Why wait? Call us today on **619.212.3000**, and discover how NCE can provide you with the best price performance solution in the industry.

About NCE

NCE Computer Group was founded in 1981 and is established as one of the leading names in the Data Center Arena. With operations based from locations in San Diego (CA-USA) and European Headquarters in Wiltshire (UK), NCE delivers and supports complete Data Center solutions to a wide spectrum of customer types, on a global basis. By combining the skills of the service division (offering both depot repair and field service for storage and server products) with the knowledge of the solutions team - who architect and integrate data storage solutions to address the unique requirement of each business- NCE takes pride in offering the complete Data Center solution.



ISO 9001 AND 14001 REGISTERED FIRM

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