

AudaxSolutions

SOLARIS™ SUPPORT

www.AudaxSolutions.com

STATEMENT OF SERVICE

- Solaris™ service desk supporting Solaris™ 7 through 10 [updates through October 2009] on end-of-life systems
- Solaris™ “break-fix” questions
- Installation and/or updating questions
- General Solaris™ configuration assistance
- “How-to” guidance
- Troubleshooting help
- System Administration advice
- Crash-dump analysis
- Third party collaboration
- 24/7/365 availability to our Solaris™ Support Specialists
- Ticket management procedures
 - Escalation (Technical and Customer Satisfaction related)
 - Flexible status update schedules

LIMITATIONS – SOFTWARE UPDATES (PATCHES)

Audax provides assistance to customers in answering questions regarding the installation, verification, and removal of software updates.

In the event that a software update (patch) is necessary to resolve a customer’s specific issue, the software update must be obtained directly from Oracle. It is our understanding that in order to obtain software updates it is necessary to have a support agreement in place with Oracle. In accordance with the guidelines established by Oracle, the customer must maintain this contract directly with Oracle, or through a reseller. Third parties are not entitled to provide this on behalf of the customer, as is the case with other OEM’s.

Audax takes a consultative approach in the support of Solaris™. Our recommendations are provided based on our history, knowledge-base and our engineers’ experience. We recommend Audax Solaris™ Software Support assistance for customers in stable environments, who are running older releases such as Solaris™ 7, Solaris™ 8, and Solaris™ 9, as well as Solaris™ 10. It is our understanding that older releases are “frozen”; therefore any need for current software updates is typically not necessary. This is additionally the case for Vintage Patching of Solaris™ 8.

NAMED RELEASES

- Solaris™ 10 (all Solaris™ updates, including Solaris™ 10 10/09)
- Solaris™ 9
- Solaris™ 8
- Solaris™ 7

VALUE PROPOSITION & BENEFITS

- Solaris™ certified support team
- 24/7/365 availability to Solaris™ Support Specialist (tier 2 and 3 specialists)
- Rapid response times
- Consultative approach to support
- Greater flexibility and customized solutions
- Lower ongoing maintenance costs
- Generous definition of what is included with support (add on products)
- Allow anyone to call for support on contracted system
 - Callers do not have to be Solaris™ certified to request support
- End of life support
 - Support of releases years after the OEM has discontinued support
- Third party collaboration
 - Customers can rely on us when other parties products are involved
- Protect customer's investment in software