

Trident Support for Sun Software

Sun software is constantly evolving - enabling new breakaway business strategies. SunSpectrum Software Only Support from Trident helps you harness the power of Sun Microsystems software with comprehensive support coverage. Combined with Trident's comprehensive hardware maintenance services, you receive not only priority telephone support and preferred response times, but access to valuable technical information as well. SunSpectrum Software Only Support from Trident includes new software updates and patches so you always have access to the latest functionality without additional expense.

If you need reliable software support and want an easy way to budget support costs and software upgrades, Trident's SunSpectrum software support is the answer. It's the all-in-one support solution for Sun software. With SunSpectrum Software Only Support from Trident, you have the information, tools, and assistance you need - and a commitment to service you can count on.

Key Program Features

- ◆ Unlimited tech support during coverage hours and live call transfer
Expert assistance from Sun's experienced support engineers
- ◆ 24x7 access to SunSolve™, Sun's technical knowledge database
- ◆ Software updates and patches
- ◆ Remote diagnostics to speed problem resolution
- ◆ International service coverage



Software Support Programs for SUN include:

- ◆ **SunSpectrum Platinum Support**

Designed to support around-the-clock, mission-critical computing environments, SunSpectrum Platinum support is Sun's comprehensive high-availability software support solution.

- ◆ **SunSpectrum Gold Support**

In addition to traditional maintenance, SunSpectrum Gold support helps you proactively resolve problems and better manage key business systems.

- ◆ **SunSpectrum Silver Support**

Delivering basic Sun support, SunSpectrum Silver gives you telephone support, 24x7 access to the SunSolve technical knowledge database, service with a 4-hour response, and more.

- ◆ **SunSpectrum Bronze Support**

SunSpectrum Bronze support provides tech support, tools, and ready-access to Sun's new software updates and patches.

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