MISSION CRITICAL SERVICES

SCO's mission critical services are specifically designed to provide the highest level of customer support through personalized service by SCO's most experienced support engineers. Enterprise and TEAM services support business-critical operations, requiring high priority, proactive technical and account management dedicated assistance.

SCO
Global Services

ENTERPRISE GLOBAL SUPPORT SERVICES

SCO's Enterprise global support is uniquely designed to provide the highest level of customer support for business critical operations. As an enterprise customer, you'll receive superior level of personalized support – day or night – from a team of experienced support professionals who work closely with your in-house support staff to provide fast, accurate response and resolution to all of your support issues.

With Enterprise support, you have access to a dedicated Technical Account Manager, as well as a dedicated 24x7-support infrastructure. In addition, you will receive continuous 24x7 engineering support on all Severity 1 issues, with guaranteed problem resolution response times. All contracts are customized, thereby offering the flexibility and scalability you need to meet your business requirements.

Key Features:

- Dedicated Technical Account Manager
- "Follow the Sun" support - 24 hours a day, 7 days a week, including holidays
- Defined support and engineering escalation response time
- Continuous engineering escalation's effort on severity 1 issues
- Individualized and customized contracts
- Access to dedicated web site uniquely designed specifically for the enterprise customer
- Access to knowledge base created and maintained by SCO's Support Engineers
- Notification service of new technical information and patches
- Powerful personalized online Web resources
- Status reports

Benefits:

- Your business has the highest level of service ensuring minimal customer downtime
- Backup from seasoned engineers with 20+ years in UNIX
- Dedicated Technical Account Manager knows your systems
- Contracts are customized to meet your business requirements

SCO TECHNICAL ACCOUNT MANAGER

Enterprise Support includes a dedicated Technical Account Manager assigned as your single point of contact for all of your technical support and administrative issues. Your Technical Account Manager is always available to you, in addition to an assigned backup when your primary Technical Account Manager is not available. Your Technical Account Manager is ultimately responsible for your overall satisfaction, and to ensure continuity with your Support activity within SCO.

EXTENDED HOURS SUPPORT

The Enterprise Support contract provides "Follow the Sun" global access and immediate availability to customers requiring live technical support for urgent problems 24 hours a day, 7 days per week. Another unique feature of Enterprise Support is 24x7 engineering escalation support on all Severity 1 issues, which gives you the full engineering coverage when you need it.

CUSTOM OPTIONS

You choose your own response times that best suit your business requirements through the service level agreement definitions, as well as training requirements. Each contract is customized to meet your specific business requirements.

FOR MORE INFORMATION, contact your local SCO sales representative, or:

In the Americas, phone 1-800-SCO-UNIX (1-800-726-8649) or 1-831-427-6722

In the rest of the world, phone +353 (0)1 260 6333

More on Reverse Side

Global Services

SCO TEAM Services are designed for a wide range of corporate customers requiring high-level, proactive technical support for business critical operations. With this service, you have immediate access to your assigned technical account manager, who is ultimately responsible for managing all aspects of your SCO support account. TEAM's award-winning services are available for all SCO products.

SCO TEAM SERVICES

SCO's senior technical account managers are a very valuable feature of this service, responsible for assuring successful solution implementation and support for your SCO systems. These certified professionals oversee all aspects of your support requirements to meet your business needs.

Key Features:

- Immediate and direct access to an Assigned Technical Account Manager via telephone, email, Web or pager during standard business hours with customer-defined priority
- Unlimited incidents per SCO operating system, product or platform on current release
- Three authorized customer contacts
- Annual on-site account review
- Weekly account status report
- Escalation management
- Access to SCO's personalized Online Service Manager, which includes:
  - SCO's Knowledge Center for current and retired products
  - Automatic notification services of the latest technical and product information
  - Secure password protected access to your entitled online account and support contract information, and support activity status
  - SCO Software Support Library download capability
- Remote dial-in problem analysis
- Parallel customer configuration running at TEAM site
- Add on Services (24x7 Emergency Services and retired operating system support)

Benefits:

- Personalized, proactive support
- Technical Account Manager develops a close working relationship with your TEAM to fully understand your project needs
- Reliability and dependability
- Consistent worldwide coverage, including local language support

- Immediate access to up-to-date information on fixes, new features and helpful hints
- Flexibility and choice in your product coverage

TECHNICAL ACCOUNT MANAGER

The TEAM Technical Account Manager assigned to your account serves as your direct contact to SCO TEAM support. Your Technical Account Manager will provide the SCO technical expertise required to assure successful solution implementation and support for your SCO systems.

ANNUAL ON-SITE PROGRAM REVIEW

To establish the foundation for a solid relationship with the SCO technical TEAM, your Technical Account Manager will visit your site to conduct an initial review of your project requirements, and establish the optimum process for communication and escalation.

BACKUP ALWAYS AVAILABLE

An alternate Technical Account Manager is assigned to your account as a backup when your primary Technical Account Manager is not available. Your Technical Account Manager is backed by one of the industry's leading engineering team.

TEAM Add on Services - Add-on options are available to your base TEAM contract:

- 24x7 Emergency Services – After standard business hours support on issues defined as critical to your overall business that cannot wait until normal business hours. You have the flexibility of purchasing 24x7 Emergency Services on an annual, overnight or for a weekend basis, depending on your business critical needs.
- Additional contacts
- Support for additional SCO products and platforms
- Limited retired operating system Support

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