

Sun Server CPU / Memory / Disk / PSU / HBA Upgrade - CTL-SUN-UPG-HW



One of the primary causes of system failure during the early stages of the product lifecycle is improper **installation and configuration**

Let our trained engineers upgrade your Sun Server (UltraSparc, x86 or Opteron) with a CPU, memory, disk, HBA or PSU. This enables your IT staff to stay focused on what's most important to your business and helps to ensure the early stage of the product lifecycle goes smoothly.

Installation services process – activities and deliverables:

- Site audit (via telephone)
 - Review existing environment and installation requirements
- Installation planning (via telephone)
 - Plan and confirm schedule along with resources with customer
 - Plan and confirm delivery along with installation dates
- System installation specification
 - Plan and confirm system setup requirements with customer
- Confirm customer acceptance criteria (verification testing)
- Statement of installation
 - Verify completion of pre-installation tasks
 - Verify supported configuration
- Installation and customisation of Sun hardware and software
 - Review packing list to ensure all components are present
 - Install internal and external components into system
 - Power-up and test all hardware components (using POST)
 - If upgrade is a disk, then check that the disk can be seen by the system
 - If upgrade is an HBA then test functionality
- Installation verification
 - Perform acceptance testing
- System turnover
 - Installation review and customer sign off.

The above services are delivered during normal business hours (9am – 5.30pm) Monday – Friday, excluding bank holidays.

Customer responsibilities:

- Provide at least one technical contact with system administration responsibilities and appropriate system/information access privileges, to perform this service
- Make appropriate system maintenance window(s) available for Avnet, as needed to prepare equipment
- Provide access to the customer's systems and networks as necessary to perform the services during normal business hours
- Provide support for technical support teams for all vendors and third parties as necessary
- Verify the equipment location (work site) is prepared to perform the engagement services.

Don't forget, we can also provide product training on request.