SUPPORT SERVICES
FOR PARTNERS

SCO's award winning Global Services offers a complete portfolio of industry leading services specifically tailored to the diverse business needs of our partners. We are committed to the continuing success of our partners by combining our UNIX and Linux technical expertise to deliver the high quality support services you need and expect.

Whether you require unlimited telephone support, incident based support or 24x7 mission critical support, SCO has a service that's right for you. You also have the flexibility to resell SCO's services - you purchase SCO's support at a discount, and SCO delivers the service to your customer, reducing your overhead costs.

TEAM PARTNER ASSIST

Partners with critical support issues can engage their Technical Account Manager to assist with issues at their discretion. The SCO support engineer can work with the partner or, at the partner's request, directly with the end user customer. SCO support engineers will even dial in to customers systems if required.

Key Features

- Immediate, direct access to Technical Account Manager
- Support for all SCO current product releases, including any flavor of Linux
- Reseller has the option of working directly with SCO, or hand-off to SCO their customer's issues
- Annual contract with up to 24 incidents
- Two Authorized contacts
- Interface directly with hardware or software third party suppliers as needed
- Dial into end user system as needed
- Access to Online Service Manager for current and retired products
- Optional add-on services

TEAM SCO

TEAM SCO offers the same benefits as TEAM Partner Assist, and includes the following:

- Support for one current SCO operating system or product, including any flavor of Linux
- Unlimited telephone, email, fax or web incidents

- Three authorized contacts
- Annual on-site account review
- Parallel customer configuration running at TEAM site

SOFTTECH PLUS

SoftTech Plus, a service especially designed for SCO's partners, includes support for SCO's complete product offerings. SoftTech Plus offers a managed support relationship with fast, accurate response time to meet your customer's needs.

Key Features

- Unlimited telephone, email, fax or web incidents for all SCO current releases
- Support for all flavors of Linux available
- One business-hour response
- Three authorized contacts
- Administrative Account Manager
- Access to SCO's Online Service Manager for current and retired products
- Optional add-on services

SOFTTECH

With SoftTech, you have the flexibility to choose the SCO Products you need supported, with the ability to add on additional products and services.

Key Features

- Unlimited telephone, email, fax or web incidents all SCO current releases

- Support for one operating system, product or platform on current product releases, including any flavor of Linux
- Two business-hour response
- Three authorized contacts
- Administrative Account Manager
- Access to SCO's Online Service Manager for current and retired products
- Optional add-on services

PARTNER TESTIMONIAL – SCO SERVICES

"CPSI is an SCO Vertical Solutions provider primarily servicing the information system needs of the healthcare industry since 1981. Due to the mission critical nature of our end-user customers' needs, it is crucial for us to resolve problems reported from the field in an expedient manner. Therefore, our highly trained and knowledgeable internal staff is able to directly address most of the technical issues reported by our customers. As a result, the support requests we send to SCO are either very complex, or require source code modifications.

During our last several years' experience we have found that SCO Support Services has consistently met our requirements. The level of support we receive from SCO helps us to continue to provide our clients clear direction for health care information solutions. "

— Patrick A. Immel

Vice President, Information Technology Services, CPSI

www.SCO.com

PREMIER INCIDENT PACKS

Premier incident allows you the flexibility to purchase an annual agreement with a defined number of support incidents ranging from 5 to 50 incidents.

Key Features

- Annual agreement with service requests in increments of 5, 10, 20 or 50 via telephone, email or fax
- Includes support for all current SCO product releases (except clustering)
- Four business-hour response
- Three authorized contacts
- Premier 50 incident pack includes an administrative account manager
- Optional add on services

Note: Support on a per incident basis is also available to resellers (not for resale).

SUPPORT KNOWLEDGE CENTER WEB ACCESS

Provides unlimited 24x7 web access to SCO's extensive Support Knowledge Center and is ideal for partners to package as a value-add to their own services.

Key Features

- Complete access to current and retired product technical articles and patches
- Proactive notification of new technical articles and patches

ADMINISTRATIVE ACCOUNT MANAGER (APPLIES TO SOFTTECH PLUS, SOFTTECH, AND PREMIER 50)

To ensure that your support service needs are met, an account manager is assigned to you to provide a single point of contact for administrative issues, and is an advocate for your support account within SCO.

SCO'S ONLINE SERVICE MANAGER INCLUDES PERSONALIZED ACCESS TO:

- Support Knowledge Center with access to all technical articles and patches for current or retired releases, depending on your contract entitlement.
- Notification of new technical articles and patches
- Online support account information and activity

OPTIONAL ADD ON SERVICES

You have the option of adding the following additional services to your base contract:

Retired Product Support - Provides limited configuration, installation and troubleshooting support for the core operating system products officially retired from SCO's product line. (Engineering escalation support not included.)

24x7 Emergency Services – Support for critical issues that cannot wait until normal business hours is available with 24x7 annual, overnight or weekend add-on options.

PARTNER SERVICES FOR RESALE

All annual contracts are available for partners to resell. SCO's partners may choose to resell SCO's first class services, or may offer their own value-added services and be fully backed by SCO.

PARTNER SERVICES RESALE TESTIMONIAL

"Ensuring that customers are satisfied and able to focus on their business, not their system issues is our number one priority", said Cheryl Mahoney, Sales Manager, at Spectrum Systems, Inc. "SCO's commitment to and delivery of quality support services helps us achieve that goal. In addition to the margin revenue from SCO services, the high customer satisfaction level with those service leads to more product sales!"

WHY RESELL SCO SERVICES?

- Partners make money for selling service, SCO delivers the service
- Reduced overhead costs
- Complements partner services
- SCO supports UNIX and all flavors of Linux - "One stop shop" for Linux and UNIX support