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## Sun Systems Support

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### More information

Please contact Keltec for additional information about **Sun Systems Support** from Keltec, or to request a quote for your business:

P: +44 (0)121 308 6100

W: [www.keltec.co.uk](http://www.keltec.co.uk)

E: [servicesales@keltec.co.uk](mailto:servicesales@keltec.co.uk)

As one of the leading independent computer service companies Keltec has the resources and network to deliver system support services throughout the UK from seven strategically located nationwide service centres. We can provide Sun system support services for all Sun hardware platforms.

### Support across the Sun range

Keltec is able to deliver a “like for like” service compared to Sun’s service options (e.g. Platinum, Gold, Gold+ and Silver). All our contracts include software support. Keltec partners with a specialist Solaris support company that delivers the necessary Sun software support.

### Flexible support packages

With Keltec system support services, customers can purchase contracts with varied service level agreements (SLAs) to match their budget and business requirements. This includes the option for ‘Time to Fix’ contracts.

Keltec provides a 2+2 service (2 hours response and 2 hours to fix) to many clients. We can deliver this service level by ensuring that sufficient spares are available and qualified specialists are ready to respond to a call.

### Protect legacy systems

Keltec can assist with system support whether your requirement is to keep older Sun hardware supported which Sun have deemed to be ‘end of life’ or whether you require support on the latest and newest hardware. Furthermore Keltec has the capability to support most hardware regardless of who the manufacturer is, so if you have a multi-vendor environment Keltec can support this and you can avoid the needless finger pointing and have a support partner who will take ownership of all your enterprise.