CRAY SERVICE

POWERED BY EXPERIENCE

SERVICE OVERVIEW

CRAY DESIGNED/BUILT/SERVICED

CRAY SOLUTIONS

ENVIRONMENT | LIFE SCIENCES

ENGINEERING | SECURITY

We in Customer Service realize that ultimately, it's not just the products we make, but the customers we serve, that ensure our success. That's why we're dedicated to meeting the needs of those who depend on our products by providing outstanding aftermarket service and support as well as offering a comprehensive range of services to meet unique customer needs.

TRUSTED SERVICE AND SUPPORT - WORLDWIDE

Seasoned, professional Cray engineers and analysts supporting systems in 30 countries around the world develop in-depth, first-hand knowledge of your computing environment and unique operating requirements, and since they receive continuous training, their hardware and software expertise can truly help you get optimum performance from your Cray system.

COMPLETE PRODUCT LIFE CYCLE SERVICE AND SUPPORT

Cray engineers and analysts are dedicated to providing comprehensive coverage and managing your Cray systems through their entire lifecycle--from acquisition to disposition--with support options such as site planning and installation, training and documentation, code optimization advice, applications assistance, and system deinstallation.

SITE PLANNING AND INSTALLATION

Even before your system is installed, Cray Service is working for you. The successful installation of your Cray Inc. computer system begins with site planning and preparation. From pre-shipment preparations through installation, startup, and the onsite quality assurance check, our site planning engineers ensure customer satisfaction in system installation, operator and maintenance access, personnel safety, and optimal system performance.

TRAINING

Cray Service is committed to excellence in all aspects of technical training--from course design to presentation. We have more experience in helping people learn to use supercomputers than any other company. We offer a comprehensive selection of courses that are skills based and task oriented for immediate application. Our training staff consists of expert instructors and course developers, each with many years of Cray service and training experience. Our courses provide insider information and tips in a variety of training formats to ensure retention. And our training center in Chippewa Falls, Wisconsin employs Cray's most current technology and hands-on labs to ensure transfer of learning to your environment.

PUBLICATIONS

Cray Service provides thorough documentation, important to the effective use of our supercomputer technology. End users, system administrators, operators, analysts, and service personnel can rely on our hardware and software publications to fully employ the power of Cray Inc. supercomputers.

LOGISTICS

When your system requires replacement parts, our Logistics department ensures that those parts are readily available and quickly delivered to you. Logistics provides on-call 24-hour response 365 days per year. Your critical parts needs are supported by the central facility in Chippewa Falls, Wisconsin and parts banks in strategic locations worldwide.

USA CORPORATE HEADQUARTERS **Seattle** Washington/**Madison** Alabama/**San Jose** California/**Peachtree City** Georgia/**Greenbelt** Maryland/**Brighton** Michigan/**Mendota Heights** Minnesota/**Lawrenceville** New Jersey/**Albuquerque** New Mexico/**Houston** Texas/**Chippewa Falls** Wisconsin

INTERNATIONAL Canberra Australia/**Sao Paulo** Brazil/**Ottawa** Canada/**Beijing** China/**Helsinki** Finland/**Paris** France/**Munich** Germany/**Milan** Italy/**Herzlyia** Israel/**Tokyo** Japan/**Oslo** Norway/**Johannesburg** South Africa/**Daejeon** South Korea/**Madrid** Spain/**Enskede** Sweden/**Zug** Switzerland/**Amersfoort** The Netherlands/**Taipei** Taiwan/**Reading** United Kingdom

COMPREHENSIVE SERVICE PACKAGES (HARDWARE AND OS)

Cray Inc. provides an array of services with each of its systems; in addition, you can take advantage of several options to tailor a service package to your needs. The standard packages include System Basic, which features immediate reporting and next-day service response, and System Premium, which provides four-hour onsite response during normal business days and can be configured in various increments from 5 x 9 to 7 x 24. Check with your local Customer Service or sales representative for the service option that best meets your needs.

Comprehensive service packages include Remote Support, CRInform, and the CRSB.

REMOTE SUPPORT

Cray Inc. offers a Remote Support package, which, with the customer's permission, establishes a secure connection when needed between your system and a remote Cray support facility. This connection facilitates automatic notification of system problems to Cray Service and enables Cray product support engineers to go to work quickly on escalated issues. Cray support personnel can also use this connection to remotely reconfigure the system and quickly circumvent some problems.

CRINFORM

CRInform is a website for qualified customers that provides information on software problem reports, applications, and the support status of all Cray products. From this site, you can access software and hardware documentation, release documents, field notices, and the Cray Service Bulletin. In addition, links to the training calendar, the Cray User's Group web site, Cray press releases, and the corporate site are all available from CRInform.

CRSB

The Cray Service Bulletin (CRSB) is for the private use of customers of Cray Inc. and keeps you abreast of the latest service-related information through descriptions of software problems, information about service procedures or agreements, and references to future products.

CUSTOMIZED SERVICES

Occasionally customers request tailored service packages or additional user and application support to optimize the use of their Cray Inc. system. We welcome these challenges and do all we can to help you excel in your supercomputing initiatives. Contact your local service manager to convey your special requirements.

PROBLEM TRACKING AND ESCALATION

Our methods are straightforward - we arm our experts with the right processes, tools, and technologies to help you avoid surprises and minimize disruption to your business. Close tracking of system and customer problems with specially designed tools ensures that all issues are resolved.

You're always just one phone call away from Cray hardware and software service. Our service centers provide around-the-clock service for emergencies. All calls enter a tracking system and a local service representative is dispatched to your site.

Cray Service employs a comprehensive set of tools to track and document the hardware and software performance of your system that reports and helps to diagnose problems.

Our policy of escalating your problem quickly within the organization until it is resolved ultimately delivers the resources of the entire company to solve the problem.

CRAY SERVICE COMMITMENT

Cray Inc. enjoys a well-earned reputation from many years of quality support to our customers and their systems. Our mission is simple - keep your supercomputing environment running at its best.