



SPRINT E|SOLUTIONS

SUNTONESM CERTIFIED SERVICE SUCCESS STORY

KEY HIGHLIGHTS

Company
Sprint

Industry/Market
Hosting Service Provider

Key Business Issues

- Move aggressively into SP arena
- Leverage best possible partners
- Demonstrate superior processes and technologies through well-recognized and respected third party program

Business Results

- Streamlined processes result in estimated 25% time/cost savings
- Increased interoperability among sub-units of the company; high level of documentation and knowledge capture

Configuration Specifics

- Sun EnterpriseSM servers
- Sun NetraSM Servers
- SolarisSM Operating Environment

“Sprint E|Solutions is looking to move very aggressively into the service provider arena by providing high quality services and we are looking for the best possible partners, such as Sun and SunToneSM to help us in our expansion and growth. We could not have asked for a better association with high quality than SunTone certification in this regard.”

*Keith Paglusch, President
Sprint E|Solutions*

Outsourcing IT areas and concentrating resources on core activities makes good sense for many companies. Between technology’s increasing complexity, and its associated high capital and operational costs, companies are increasingly recognizing that IT is an area best handled by others who do it for a living. This is the idea behind the service provider market.

Sprint, coming from a telecommunications background, quickly recognized the service provider (SP) opportunity, the fit with its core capabilities and understood the inherent value in being able to provide not just the pipes for the networked economy, but also the computing resources to power the applications and solutions for customers.

While the opportunity was easy to recognize, there were also some hurdles. “When we looked at ways to rapidly increase our presence in the SP industry and leverage our background, we knew that we had to find a strong alliance,” says Kenny Wyatt, Director, Product Marketing, Sprint E|Solutions.

To prove it “has what it takes”, Sprint E|Solutions recently had its hosting services, provided through 11 data centers in the U.S., SunToneSM Certified. With this certification, Sprint E|Solutions has joined an exclusive and selective group of companies providing SunTone Certified services—the “best of the best” in the SP industry.

Sprint E|Solutions

Sprint is a global communications company serving 23 million businesses and residential customers in more than 70 countries. Sprint E|Solutions provides e-businesses with end-to-end Internet transport, hosting, security, consulting and managed services.

Sprint E|Solutions has built state-of-the-art data centers, linking them with their high bandwidth fiber across the U.S., thus providing end-to-end computing and network solutions to customers.

Sprint E|Solutions Internet Centers are built to Tier 1 standards; provide state-of-the-art physical space, security, environmental provide direct connection to Sprint’s industry-leading OC-48 Internet backbone. This combination enables Sprint E|Solutions to offer much higher levels of guaranteed availability.

Sprint and SunTone Certification

Sprint E|Solutions’ vision to provide high quality solutions to its customers made SunTone certification a logical choice. “With many different certifications in the industry, we chose to aggressively pursue SunTone certification because of the obvious value it brings us,” stated Wyatt.

Continues Wyatt, “SunTone certification is a collaborative, industry standard certification process developed by the leading architects



of the SP space with a view to identify high quality services. This was readily apparent in the process and we are glad to have gone through it.”

“We were able to leverage and benefit from the best minds in the SP industry who developed the SunTone specifications. In particular we saw great strides in our knowledge capture, operational processes and disaster recovery mechanisms. By streamlining our processes, we know that we have obtained significant process improvement in terms of time and cost benefits.”

Kurt Gastrock
VP of Technology Services
Sprint E|Solutions

www.sun.com/suntone



Kurt Gastrock, VP of Technology Services, Sprint E|Solutions added, “Sun has really studied the SP industry and its particular technology requirements. This is why we use a significant amount of Sun technologies in our key offerings and promote it as our preferred UNIX® platform. We believe that this provides us with the RAS features that we expect from a technology provider and ultimately gives us peace of mind in guaranteeing the high levels of service our customers expect from us.”

Accelerating the Adoption of SP Services

Sprint E|Solutions believes that the certification provides significant value to the SP market and its end user customers. “Customers like a sense

of security when they outsource their business-critical systems. SunTone certification helps demonstrate that our superior processes and technologies have been validated by a recognized third party,” says Peter von der Linde, VP of Sales, Sprint E|Solutions.

Keith Paglusck remarked “We are glad to see that Sun is putting so much energy and resources behind the SunTone program. It validates our view of the industry and also the position of SunTone as the premier certification and branding program for service delivery.”

Added Tim Dwyer, VP of Industry Solutions, Sun Microsystems, “The SunTone-Sprint E|Solutions relationship will go a long way in accelerating the adoption of SP-based services. This is not only a catalyst but also a huge validation to the industry. We look forward to significant long term growth of the SP industry.”

“The incentives that Sun has for its sales force in terms of lead generation is a bonus for a growing player like us. We also believe that the co-marketing activities of the SunTone program will be indispensable tools to get our message of high quality, end-to-end service delivery across to our target customers”, continued Kenny Wyatt, Director, Product Marketing, Sprint E|Solutions.

About the SunTone Program

The SunTone Certification and Branding Program (www.sun.com/suntone) is a collaborative industry effort, led by Sun Microsystems, Inc., to promote high-quality Internet-based services.

Information about Sprint E|Solutions can be obtained at www.sprintsolutions.com.

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