

**Success Story –**

**SUN**

**STS Builds “Center of Excellence” Labs for SUN**

SUN provides some of the most powerful network computers on the planet and when their finest customers need training, education or assurance they have 100% interoperability in their computer environment, they turn to a SUN *Center of Excellence Lab* located across the world.

**Problem:**

The evolution of SUN server technology creates complexity in any large deployment. During the mid 1990's, SUN emphasized pre-deployment training, education and *system proving* before as a way to mitigate SUN deployment issues in a production environment. While logical, this is a very difficult step for many companies to accomplish since a spare research network environment is not always readily available.

In 1997 SUN supported an interoperability lab in Palo Alto that was occasionally used by customers but never at a level that could meet the merging market demands of replicating and testing in a heterogeneous network environment. In order to eclipse demand and differentiate from competitors, SUN moved to introduce an innovative approach to delivering value beyond equipment and professional services.



**Solution:**

Armed with a significant prototype budget and a new opportunity to approach this problem, SUN hired **STS Professional Services** to co-lead the project. After a careful and diligent three month of planning, a project plan was approved predicting a 9-month delivery timeframe. STS managed nearly twenty construction vendors and technical firms during the next six months of building and installing all aspects of the lab. STS engineers integrated the SUN server farm including network equipment, routers, switches and security.

The *Center of Excellence Lab* prototype is a 10,000 square foot facility populated with over one hundred SUN servers (Ultra 100's to 480's, multiple SUN Enterprise 10,000's and Sun Fires 12K's). Private corporate testing suites that are supported by a large team of certified SUN engineers and application experts surround the SUN server “courtyard”.

Users of the Excellence Lab are able to setup their equipment in any of these testing lab suites and replicate, duplicate or imitate any network or application environment as necessary. Staffed full time by STS was a group of six engineers and three operations managers.

**Result:**

With STS' Professional Services, the project came in under budget and on time saving over \$3M for SUN. The prototype lab has been replicated around the world and serves as a template for other regions.

The STS development and support team created the policies and procedures that are still used worldwide today by other Excellence Labs including those in Palo Alto and Menlo Park which were turned over to SUN operations management in 2002 after 5 years of contracted STS management.

**About STS International**

Spectrum Technical Solutions International, Inc. is a Professional Services and Information Technology Maintenance Organization that works for Fortune 1000 global companies and large private organizations that wish to cut operating costs, improve efficacy and lower business risks by outsourcing critical IT business processes.

STS is a mid-sized privately held company that has the ability to focus on customers and each project remaining nimble, not weighted down by large top-heavy corporate or partnership overhead structures. Our operational efficiency is a customer's benefit.

We deliver our services using an *integrated and vested* approach toward outsourced management of critical IT business processes. Each customer is supported uniquely, leveraging experience across many industries.

**About Outsourced Services Suite (OSS)™**

STS branded services, **Outsourced Services Suite (OSS)™**, is sold directly to our target customers *or indirectly* through channel relationships such as service aggregators and managed service providers.

STS extends our internal "operational efficiency" to our clients - providing a comparable quality of service with a high degree of customer experience, solution customization and overall satisfaction and without the expense.

**"I have this server farm that is nearly obsolete but my business depends on the data – migrating is not yet an option. STS put together a customized maintenance agreement that the OEM wouldn't even give me."**

**- Sr. IT Manager State University System**

**Contact STS to Learn More**

Information about any of our services and capabilities may be answered by contacting STS:

STS International Headquarters  
San Francisco Bay Area  
5601 Arnold Rd., Suite 102  
Dublin, CA 94568

European Headquarters & Service Centers:  
London, United Kingdom

North American Service Centers:  
Milpitas, California  
Los Angeles, California

**Email:**  
General Information: [info@stsii.net](mailto:info@stsii.net)  
IPT Sales: [iptsales@stsii.net](mailto:iptsales@stsii.net)  
Sales: [sales@stsii.net](mailto:sales@stsii.net)  
Human Resources: [hr@stsii.net](mailto:hr@stsii.net)  
Investor Relations : [ir@stsii.net](mailto:ir@stsii.net)  
Public Relations : [pr@stsii.net](mailto:pr@stsii.net)

Toll Free 888-422-5787

