SUSE® Services

When you choose SUSE®, you not only get the best-engineered enterprise Linux* platform, but you tap into a world-class services organization, recognized for providing quality consulting, training and support services that allow you to adopt and manage your SUSE solution with complete confidence.

Solutions:
SUSE Services

The SUSE Services organization can help you effectively manage costs, reduce complexity and mitigate risk to ensure you get the most from your IT investment.

Reap the Many Benefits of Your SUSE Solution Faster and More Efficiently

In today's economy, you need cost-effective systems that are reliable and scalable to meet your data center's changing needs. But you also need a solution that works well in complex, heterogeneous environments. SUSE solutions fulfill those needs. Leverage the technical and business expertise of the SUSE Services organization to identify and eliminate roadblocks, quickly resolve issues and ensure you get the most from your IT investment.

SUSE IT Consulting: Get Real Solutions, On Time, Within Budget

Implementing a quality solution is more than just applying technology to business problems. You need experts with deep technical knowledge and broad industry experience to help you reduce risk, acceler-ate your return on investment and create competitive advantages. We can help you reduce support requirements, maximize product utilization and performance, develop best practices and transfer knowledge to your internal teams. Our consistent and well-defined methodologies ensure quality SUSE solutions are delivered on time, and within budget. We can assist you with:

- *Data Center assessments*
- *Core build design*
- *Linux management, design and implementation*
- *Linux migration*
- *Retail Linux design and implementation*
- *SUSE Linux Enterprise security and compliance*
- *Workload migration and consolidation*
- *And much more*

For detailed information on our offerings and how to engage with SUSE IT Consulting, visit: www.suse.com/consulting

SUSE has built a reputation for providing industry-leading training—where and when you need it. We offer training courses for all roles and skill levels in a variety of methods to meet your learning and budgetary needs.

Linux certification programs from SUSE are recognized globally and provide tangible proof that your staff can effectively implement, administer, manage and support your Linux solutions.

Training: Maximize the Power of Your SUSE Solution

Adequate training is key to a successful implementation and to the ongoing success of your SUSE solution within your organization. A prepared and engaged staff can minimize support costs and fully utilize the many bene-fits to help you maximize the return on your investment. SUSE has built a reputation for providing industry-leading training—where and when you need it. We offer training courses for all roles and skill levels in a variety of methods to meet your learning and budgetary needs.

First Look Training

First Look training is included with your sub-scription, is delivered on-demand and covers the fundamentals of installation and basic configuration, as well as the new features and functionality of a product. This training prepares you to move on to more advanced SUSE training and certification courses.

On-demand Training Libraries

Through an affordable annual subscription, you can have the SUSE training you need anytime, from any location. SUSE on-demand training offers a rich, interactive and complete online learning environment that includes expert instructors and video demonstrations. Select courses feature quizzes, simulations, hands-on labs and much more.

Classroom Training through Authorized Training Partners

Our industry-recognized training materials and exams are delivered by more than 500 partners worldwide. The result is exceptional training that is consistent around the world.

Online, Live, Virtual Classroom Training

In many countries we offer virtual classroom training, which allows you to have a live instructor without the associated travel costs. Online tools are used to view instructor dem-onstrations, send the instructor questions, chat with other participants and complete online labs.

Advanced Technical Training™

Advanced Technical Training offers the most rigorous and demanding SUSE training available anywhere. Our comprehensive courseware addresses a spectrum of advanced, engineer-level topics ranging from in-depth, feature-specific functionality to complex enterprise solutions.

Customized Training

Our training experts can help you assess the Linux skills of your staff and custom design a detailed training plan tailored to help you meet your business objectives.

Certification

Linux certification programs from SUSE are recognized globally and provide tangible proof that your staff can effectively imple-ment, administer, manage and support your Linux solutions. Certifications include the Certified Linux Administrator (CLA), Certified Linux Professional (CLP), and Certified Linux Engineer (CLE).

Technical Support: Focus on Running Your Business

We help you focus on what matters most: running your business. SUSE is the world's leader in providing enterprise-level Linux support services according to customer ratings.[†] Our innovative tools, proven escalation processes, and commitment to quality have earned us numerous honors, awards and certifications. We're the only Linux support organization to earn the coveted Service Capability and Performance (SCP) certification.

Award-winning Online Support Resources

Our support Web site has been recognized by the Association for Support Professionals (ASP), and is included in their hall of fame, for consistently being on the ASP's list of Ten Best Web Support Sites. Resolve even the toughest technical issues with access to the SUSE Support Knowledgebase, technical documentation, product support forums and the SUSE Support Advisor, a unique online system diagnostic tool that allows you to perform both proactive and reactive system and application analysis in a local, secure and automated fashion.

SUSE is the world's leader in providing enterprise-level Linux support services according to customer ratings.[†]

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† *www.suse.com/bestlinuxsupport*

Standard and Priority Support Programs

Each SUSE subscription provides a unique set of support and training benefits, which gives you the option to choose the level that best suits your needs:

Benefit	Standard	Priority
Hours of Access	12x5	24x7
Methods of Access	Chat, Callback, E-mail	Chat, Callback, E-mail
Technical Support	Unlimited	Unlimited
Training	First Look SUSE Linux Fundamentals	First Look SUSE Linux Fundamentals SUSE Linux Enterprise Administration
Response Time	4 hours	1 hour Severity 1 4 hours Severity 2,3

Expanded Support for SUSE Linux Enterprise Server

You may have made the choice to grow your Linux environment, but don't want the added costs associated with growth. Now you have a way to expand your physical and/or virtual environment with the most interoperable and cost-effective Linux—SUSE Linux Enterprise—while getting #1-rated Linux support from SUSE for your existing Linux deployment, including Red Hat* Enterprise Linux.[†]

This offering gives you choice and flexibility for your support. You can select a one- or three-year standard or priority support offering for your existing or future Linux deployment.

Enterprise-level Support

Augment the support provided through your subscription or licensing program with any of the following offerings, and enjoy the highest levels of service SUSE has to offer.

Premium Service Engineers offer a single point of contact for all of your technical issues. They are semi- or fully dedicated senior engineers whose in-depth knowledge of SUSE technologies, as well as your specific systems and environment, allows them to resolve your issues quickly. They can also assist you by making recommendations on key issues such as staffing, training, project planning, periodic health checks and more.

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Service Account Managers develop a close working relationship with your business to effectively advocate and coordinate the efforts of support personnel on your behalf.

Advantage Service Requests allow you to expedite the response times for a specific number of your most critical issues. A team of senior support engineers are staffed to respond to your issues in an hour or less *(not available in all markets)*.

Health Checks are performed by Premium Service Engineers who analyze your SUSE systems and provide a report detailing customized recommendations for optimizing system performance.

On-site Support allows you to work alongside our support engineers during planned system changes. And when the unexpected occurs, you know that you can have a SUSE expert to help you bring your systems back online.

Scheduled Standby minimizes risk by scheduling a SUSE expert to be available via telephone during planned system changes and routine maintenance.

Long Term Service Pack Support allows customers to maintain their current operating system version beyond normal product support time frames, preserving the stabililty and security of their data centers.

Learn More Today
By leveraging the SUSE Services organization, you'll quickly realize impressive short- and long-term returns on your SUSE investment. Take full advantage of SUSE capabilities—and sharpen your competitive advantage—by using the expertise of our staff to design, implement and support your solution. For more information, visit: www.suse.com/services

Contact your Solutions Provider, or call:

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