Premium Support: Augment Your Current Support to Get More from Your IT Investment

You deserve dynamic support that can adapt to your organization's changing needs. With Premium Support, your support can be as agile and flexible as you need it to be. Whether you're planning big changes or just need some extra assurance, we have a wide variety of support options to meet your challenge.

Premium Support at a Glance

- **Flexible:**
  Tailored service to fit your business

- **Timely:**
  The services you want, when you want them

- **Experienced:**
  Access to a technical support expert

- **Products:**
  Premium Support Engineer
  Service Account Manager
  Advantage Incidents
  On-site Support
  Scheduled Standby
  Health Check

Premium Support

It's never easy to stay up to date with the latest technology, and with ever-changing advances, it often seems next to impossible. You need to prevent security breaches, implement new functionality and maintain a stable environment. Our Premium Support options supplement your current support to help you get the most from your IT investment. These à-la-carte services will help lighten your IT staff's workload, allowing it to focus on what's important to you: growing your business. And since every organization has different needs, you can tailor our service to meet your business's unique requirements.

Choose one or more of our Premium Support offerings to help you lower costs, manage complexity and mitigate risk:

- *Premium Support Engineer*
- *Service Account Manager*
- *Advantage Incidents*
- *On-Site Support*
- *Scheduled Standby*
- *Health Check*

PREMIUM SUPPORT ENGINEER

Getting the most from today's customized, open, multivendor environments is a real challenge. The skills and resources to support these complex systems are hard to find, especially if you've tailored your solutions to specifically fit your business. We have the answer. With a Premium Support Engineer, you have direct access to a named and highly experienced expert who will:

- *Understand your technical environment and work closely with your in-house team*
- *Be proactive to help you get more from your investment*
- *Help your team address changing needs and avoid technical problems*
- *Quickly design appropriate solutions to fix even the toughest issues*
- *Help you avoid downtime, minimizing costs and business disruptions*

Your Premium Support Engineer can identify and resolve issues quickly, often before they cause business disruptions.

Your systems are mission-critical and you require the most experienced and responsive engineers to address your complex technical support issues. Engaging a Premium Support Engineer ensures that you have a single point of contact for all your support queries. Your Premium Support Engineer is experienced and will become familiar with your systems and your organization. He or she has access to our entire support organization, making it possible to resolve your issues even more quickly, often before they cause business disruptions. As a named resource, your Premium Support Engineer will get to know your customized solutions in detail and will understand your unique business and technical environment. We assign each Premium Support Engineer based on product expertise. You choose the level of dedication and the response times that best match your business needs, ranging from an assigned contact who handles up to 30 incidents a year during business hours with a one hour response, to a semi-dedicated engineer who provides proactive and reactive support and periodically visits on-site, to a full-time dedicated on-site engineer.

SERVICE ACCOUNT MANAGER

Personalized account management has proven to be tremendously valuable to our customers. Your Service Account Manager (SAM) develops a close working relationship with your business to gain an in-depth knowledge of your technical support needs. Service Account Managers act as your advocates, coordinate the efforts of support personnel on behalf of your business and will facilitate the shortest possible resolution times for your critical issues.

Whenever you feel the need to escalate an issue, your SAM is your point of contact and will ensure your concern is quickly resolved to your satisfaction—while keeping the wheels of progress moving so you can get your systems back on track and your end users back to work as quickly as possible.

Not only will your SAM react quickly in times of need, he or she can also proactively assist you as you plan for future technology projects, identify training needs and more. Your SAM will host regularly scheduled meetings or conference calls to review your support history. During these service reviews, you'll be able to discuss support challenges, which your SAM will then help resolve. Based on your history and feedback, your SAM will make observations or recommendations for training opportunities, process improvements, health checks, on-site visits and other activities that will improve your business.

ADVANTAGE INCIDENTS

For serious or complicated issues, you may need a higher level of service from a senior support engineer. Advantage Incidents allow you to get fast access to an expert for a specific number of your most critical issues. A team of senior support engineers are staffed to respond to your support issues in an hour or less during local business hours. You choose when to use your normal support channels and when to use your Advantage Incidents, ensuring that extra assurance is ready when your business needs it.

ON-SITE SUPPORT

When the unexpected occurs, we can send an expert to help you bring your systems back online. On-Site Support delivers highly skilled and focused resources when you need them, without the cost of hiring or training staff. Our On-Site Support engineer works alongside your team during and directly following planned system changes. If your environment is complex, you may choose to purchase time with multiple engineers, each with a different area of expertise. In addition, all On-Site Support engineers have access to the expertise of our entire technical support organization and the latest product and troubleshooting information.

Our talented support engineers help smooth the way by eliminating implementation glitches and becoming intimately acquainted with your systems and business.

Your staff members will also learn best practices from our On-Site Support engineers, enabling them to quickly and efficiently solve future problems. You will be able to lower IT costs and heighten productivity throughout the department because staff will reduce downtime and spend more time focused on strategic initiatives, ensuring you maintain a distinct advantage over your competitors.

SCHEDULED STANDBY

Undertaking maintenance or implementing a new solution—making any system change at all—can be a high-risk operation. And even though these chores are necessary, they are not your top priorities. You need IT to work in a supplementary role. It can't interrupt the processes that drive your business. With Scheduled Standby, you can arrange for an experienced technical support engineer to be available at a specific time and date, during or outside of business hours, to be on-call when you perform critical system repairs, updates or maintenance.

With our Scheduled Standby service, you can receive access to one or more technical support experts for anywhere from a few hours to all day, every day.

The engineer with the skills and expertise best suited to your solution will be available at precisely the right time. When you schedule a time for support, your Scheduled Standby expert will be on alert two hours before your implementation, ready to discuss your planned changes. During this time, the support engineer becomes familiar with your system and offers advice on preparing for and implementing the system changes. Time spent with you before you make your changes will also prepare the support engineer to optimize assistance during the actual standby period, helping you prevent surprises and reduce time and costs.

Scheduled Standby comes with a 15-minute guarantee: At any time during your maintenance upgrade, you can directly contact your Scheduled Standby engineers and you will get the expert response you need within the allotted time. You'll make system changes with ease, and by the start of the next business day, have your systems up and running at optimal performance levels.

HEALTH CHECK

With tightening IT budgets, it's difficult to know how to get the most from your IT infrastructure. And with high infrastructure costs and expensive licensing fees, it is often more cost effective to optimize your existing systems than to redesign or replace them. We can help. Our customers can take advantage of a Health Check, a formal review and analysis program. One or more highly experienced technical support engineers will perform the Health Check by conducting an in-depth review of your site. The team will analyze your environment in great detail. The Health Check aims to evaluate and optimize your system. If you have concerns about certain areas, the Health Check team will assess them in particular depth.

After its analysis, the team will prepare a comprehensive report for you that offers detailed technical recommendations specific to your environment and business issues. The Health Check team designs its recommendations to help you improve your network manageability, which leads to enhanced performance. The report will also include recommendations for enhancements, upgrades and new directions for your configuration. If you choose to transform your environment, we can work with you at every step. Our talented support engineers help smooth the way by eliminating implementation glitches and getting intimately acquainted with your systems and business. And after your solution is in place, you can continue to rely on us. We combine our unique knowledge of your business with a wide range of Premium Support options, from phone support to dedicated on-site resources.

Premium Support

Whether you run a small business or manage operations for a large international corporation, we have the service and support offerings you need to help your business reach full productivity. Our Premium Support offerings cover a wide range of customer and business needs. And with our customization options and innovative tools, you know you'll have the right resources to keep your mission-critical systems running smoothly. For more information visit: **www.suse.com/support/premium**

Whether you run a small business or manage operations for a large international corporation, we have the service packages and support offerings you need to help your business reach full productivity.

www.suse.com/support/premium

Contact your local SUSE® **authorized reseller, or call:**

SUSE
1 800 796 3700 U.S./Canada
801 861 4500 Worldwide

SUSE
Maxfeldstrasse 5
90409 Nuremberg
Germany

SUSE

We adapt. You succeed.