SUSE® Global Services

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What is SUSE® Global Services?

SUSE Global Services is your trusted partner to help you get the outcomes your business needs. Moving to the digital economy requires IT Transformation. SUSE Global Services breaks down the barriers by providing flexible consulting and support services. Recognizing that no two businesses are the same, SUSE Global Services provides offerings to help facilitate your IT transformation and enable you to:

- *Reach desired business outcomes*
- *Solve complex challenges with the right business solutions*
- *Minimize downtime, maintain security and avoid business disruption*
- *Address skill gaps*
- *Stay ahead of your competition*

How is SUSE Global Services different from the support included with my SUSE Subscriptions?

SUSE Global Services provides offerings that complement and enhance SUSE Customer Care's support of your subscriptions.

SUSE Subscriptions entitle you to security patches, access to a knowledgebase, community forums, technical information documents and product documentation. Depending on your subscription, you can also access live support to report a service request 24x7 or 12x5. SUSE Customer Care response times vary from 1 hour (Priority Support, Severity 1 issues) to next business day (Standard Support, Severity 4 issues).

SUSE Global Services complements and expands your Subscription support with three types of services: Consulting, Premium Support Services and Select Services.

Consulting

SUSE Consulting provides traditional IT professional services that are customized to meet your exact needs. SUSE Consulting can:

- *Design, architect and implement SUSE solutions*
- *Upgrade current SUSE solutions to the latest versions*

- *Supplement your team with product experts*
- *Optimize your solutions to deliver rapid ROI and nonstop IT*

Premium Support Services

SUSE Premium Support Services are designed to give you a personal relationship with dedicated professionals. Your Premium Support team has an intimate knowledge of your IT infrastructure and develops a professional relationship with key members of your IT staff.

Offered in three tiers, this fixed-cost, 12-month subscription service eases the bumps of implementation, management and maintenance. Premium Support Services provides your business with the exact amount of support you need, on your timeline and within your budget.

Select Services

Offered for SUSE OpenStack Cloud and SUSE Enterprise Storage, SUSE Select Services is a blended 12-month, fixed-cost tiered services offering that provides cost-effective and flexible implementation, consulting and premium support services. It also provides knowledge transfer designed to jumpstart implementations. SUSE Select Services offers the flexibility to choose the level of service that best meets your business needs.

Can I buy services from SUSE a la carte?

Yes, you may purchase a la carte services from SUSE, such as Health Checks, Linux Migration Assistance, or Design and Implementation assistance. However, it might be more cost-effective for you to purchase a SUSE Assist package.

What is SUSE Assist?

SUSE Assist is a fixed-cost consulting engagement that lets you supplement your team with a product expert to meet tight deadlines or compressed schedules. Each SUSE Assist engagement includes:

- *A specialized technical consultant*
- *Travel and expenses for onsite visits*
- *40 hours of consulting or knowledge transfer*

By purchasing multiple SUSE Assist engagements, you can easily add the right amount of technical expertise to any project for as long as you need, at a fixed cost.

Can I buy SUSE Assist packages today but use them in the future?

Yes! You may purchase SUSE Assist packages at any time and then use them when they best suit your needs. Many of our customers purchase SUSE Assist packages to use up their year-end budget or simply to leverage current budget for future projects.

Can I buy multiple SUSE Assist packages at a time?

Yes! You may purchase multiple SUSE Assist packages at a time. For example, you might want to implement a proof of concept, coupled with additional service hours for knowledge transfer and documentation.

What is the difference between SUSE Start and SUSE Assist?

SUSE Start is a specific services package for SUSE OpenStack Cloud, SUSE Manager, SUSE Enterprise Storage and SUSE Studio. It is a two-week engagement designed to help you rapidly install and configure these products into your production environment. SUSE Start packages provide a fast path for getting you the business value you want, through experts you can trust. SUSE Start ensures a fast and flexible turnaround with minimal disruption to your business. SUSE Start is available for SUSE OpenStack Cloud, SUSE Manager and SUSE Studio.

SUSE Assist, on the other hand, is a one-week (40-hour) engagement and can be used to supplement your team with a product expert to meet tight deadlines, or provide knowledge transfer to your staff. Whether it's a design and architecture project or an implementation and integration project, SUSE Assist provides a cost-effective way for you to meet your business goals. SUSE Assist is available for all SUSE solutions.

How does Premium Support Services differ from SUSE Select Services?

SUSE Select Services is a complete package to get your business up and running on two key technologies that support your software-defined infrastructure: SUSE OpenStack Cloud and SUSE Enterprise Storage. The package also includes proactive maintenance and support to help keep these technologies running smoothly and avoid any business disruptions. Select Services goes even further and provides options for knowledge transfer to address skill gaps. It also includes a customer success manager who will advocate for your business. Available in three tiers, Select Services has flexible options designed to work for your business and within your budget.

SUSE Premium Support Services offerings go beyond traditional product support, giving you access to a named premium support engineer and customer success manager who provide unparalleled access to SUSE product and technical experts. The SUSE Premium Support Services offerings are available in three different tiers. Each tier provides an increasing level of service and support—with the highest tier giving you access to a dedicated premium support engineer who is 100% committed to your business.

Why isn't SUSE Select Services offered for all SUSE products?

A 2017 study by Insight Avenue surveyed over 1,400 IT decision-makers. 95% of those surveyed believe that a software-defined infrastructure is the future of the datacenter. In addition, 451 Research states, "There is a tremendous demand for people with software-defined infrastructure expertise and experience, so finding and retaining talent are among the main challenges for an enterprise deploying OpenStack or Ceph."

SUSE Select Services is designed to specifically address these pain points and help you get on the fast path to a software-defined infrastructure. Select Services is the perfect complement to SUSE OpenStack Cloud and SUSE Enterprise Storage, enabling you to successfully start your IT transformation and respond more quickly and easily to new business demands.

If I buy a tiered service, can I change tiers?

If, at any time during your term of service, you and your SUSE team decide that you underestimated the amount of consulting, support or maintenance you need for a successful implementation, you may upgrade your tier of service. The difference in cost will be prorated when you upgrade.

Does SUSE Global Services offer any training?

SUSE recognizes that there is a skills shortage for many emerging technologies and, as such, develops training materials and skills certifications by working with SUSE Authorized Training Partners. In addition, our consulting services offerings include knowledge transfer and documentation. All face-to-face training is delivered through Authorized SUSE Training Partners with certified SUSE instructors. You can find more information here.