

## FAQ

SUSE Premium Support Services

# SUSE® Premium Support Services

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## What is SUSE® Premium Support Services?

The SUSE Premium Support Services offering eases the bumps of implementation, management, and maintenance providing you with access to trusted experts who know you and your specific environment. Our flexible offering ensures that you get the level of service you need from the company you trust. SUSE Premium Support Services deliver value quickly while supporting the needs of the business and helping you to reduce costs.

This services offering goes beyond traditional product support giving you access to a named premium engineer and customer success manager who provide unparalleled access to SUSE product and technical experts.

With Premium Support Services, you get a fast start to adopting a software-defined infrastructure that works for you, on your timeline, and within your IT constraints and your budget. They help you to:

- **Deliver faster time to value** with access to experts who can help you optimize deployment of your SUSE solutions.
- **Ensure business continuity** with proactive maintenance and monitoring of your specific systems.
- **Meet changing business demands while reducing costs** with flexible and cost-effective services offerings that provide exactly the level of support your business needs.

Premium Support Services comes in three different tiers, so you are in complete control of the level of support services you need.

## I already have SUSE Support with my subscription; why should I consider SUSE Premium Support Services?

Premium Support Services extends and enhances your SUSE Support. With Premium Support Services, you get access to

SUSE Premium Support Services and Tiers	Silver	Gold	Platinum
<b>Named Engineer (hours per year) / Service Requests (number per year)*</b>	180 / 30	500 / 150	Exclusive / Unlimited
<b>Customer Success Manager</b>	✓	✓	✓
<b>After Hours Access to Premium Team</b>	✗	✓	✓
<b>Initial Response Times</b>	60	30	15
<b>On-site Days</b>	✗	4/year	4/week
<b>Scheduled Standby Hours**</b>	✗	16	16
<b>Service Reviews (per year)</b>	2	4	12

\* Up to the number of hours allotted or up to the number of service requests allocated

\*\* Scheduled Standby is for preplanned critical after hours support per year; scheduled 2-weeks in advance; used in 4-hour blocks

a named customer success manager, a named premium engineer, and a defined number of service requests. The Gold and Platinum tiers also give you after-hours access to the premium team, a defined number of onsite days, and peace of mind during go-lives. All this leads up to unparalleled access to a SUSE team of experts that are dedicated to the success of your business.

Your customer success manager is the concierge of support—initiating fast response, managing resolution, escalating to other members of the SUSE team, and conducting regular cadence calls. Your premium engineer works one-on-one with you, gaining an intimate understanding of your IT environment, staff and skills, and processes.

Having Premium Support Services means:

- *Knowing who to call for every issue; every time*
- *An engineer who is familiar with your environment and your team*
- *Faster resolution times with an engineer who has direct access to the entire SUSE backline—technicians and engineers*

With the cost of downtime averaging \$5,600 per minute, you will want a team in place that knows you and your environment and can get you up and running quickly.



## Premium Support Services has been in place for many years. Why are you making these changes now?

The current tier naming comes from our Novell heritage and has served us well. However, now that SUSE is becoming an independent company, we decided that it was time to enhance our Premium Support Services offering. With the enhanced offering, you will get:

- **Easily recognizable tiers:** *Modeled after airline/hotel naming conventions for tiered offerings, Silver, Gold and Platinum will be easily distinguished as hierarchical offerings*
- **Tier Differentiation:** *Benefits were selected to clearly show differentiation between tiers*
- **Greater clarity:** *Tier names no longer refer to individuals but rather to service levels*

## I have Premium Support Services today; how does this announcement change my service?

Your services will not change today. At renewal, you will be migrated to the appropriate tier and will have access to the services available for that tier. The pricing structure will remain the same.

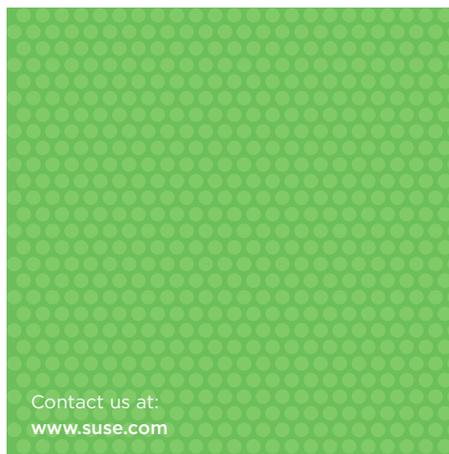
## I have 24x7x365 Support with my Priority Subscription; why don't have access to the Premium Support Services team 24x7x365 at the Silver tier?

The Silver tier is aligned to the former ASE tier, which also did not provide access to the premium support services team 24x7x365—only business hours coverage. With a Priority Support Subscription, you will continue to have access to the SUSE Global Support team. For information on SUSE Global Support, please visit [www.suse.com/support/](http://www.suse.com/support/).

## Why are you limiting number of hours and number of service requests?

While never explicitly stated, the number of hours was always limited depending on the number of customers the engineer serviced. By explicitly stating the limit, we can better track the usage of Premium Support Services delivery team. This is an added value to you as your customer success manager will ensure you use your entitled number of hours and/or service requests.

Your customer service manager will provide this information to you throughout the year to show the hours' usage and balance of hours remaining along with the regular technical report and update.



Contact us at:  
[www.suse.com](http://www.suse.com)

## Do I get access to my named premium engineer 24x7x365?

After hours support will be provided by a pool of premium engineers—all Level 3 engineers who will have access to your particular environment. While it is possible that your named engineer will be on-call, we cannot guarantee it.

## If I have 24x7x365 access to a premium team, why do I need scheduled standby?

Good question! At the Gold and Platinum tiers, you always have 24x7x365 access to your premium team. However, if you are doing a migration and you want to contact an engineer that is already familiar with your environment, a scheduled standby gives you additional peace of mind and will save you time in the event that you need immediate assistance.

## Can I purchase additional consulting hours or service requests to supplement my premium support services offering?

Absolutely! If you need additional consulting hours you can purchase as many hours as needed. Your customer success manager will be able to advise you on this and help you get the additional consulting help you need.

## If I don't use all my hours/service requests/scheduled standby, can I get a refund and/or roll them over to the next year?

No, all benefits expire after one year and are renewed annually.