

SUSE® Select Services

Frequently Asked Questions

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What are Select Services?

SUSE Select Services are fixed-priced services offering for SUSE OpenStack Cloud and SUSE Enterprise Storage. This offering is designed provide SUSE customers with cost-effective and flexible implementation, consulting, premium support and knowledge transfer to jumpstart implementation of these key components of a software-defined infrastructure.

SUSE Select Services are available in three tiers, giving you the flexibility to choose the level of service that best meets your business needs. They provide extraordinary value, built-in flexibility and are designed to develop a true trusted relationship with an expert who is dedicated to the success of your business.

Why is SUSE offering Select Services?

A 2017 study by Insight Avenue surveyed over 1,400 IT decision makers in companies. 95% of those surveyed believed that a software-defined infrastructure is the future of the datacenter. In addition, 451 Research states, "There is 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."

Select Services is designed to specifically address these pain points and help you get on the fast path to a software-defined infrastructure. SUSE 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.

How does Select Services differ than the other service offerings?

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

The other service offerings are:

SUSE Premium Support Services

This is support services offering 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, ranging from occasional questions to a named premium support engineer pool to a premium support engineer who is 100% committed to your business.

SUSE Assist

This is project-based SUSE IT consulting expertise where and when you need it for a smoother deployment. Available in one-week increments, SUSE Assist is the perfect package to look for when you have project or resource constraints.

SUSE Start

This is a two-week deep-dive with SUSE IT consulting to help jump start your implementation of SUSE Cloud, SUSE Manager and/or SUSE Studio. SUSE Start is the perfect complement to your team to implement new technologies to fast track implementations.

Can I add consulting hours to Select Services tiers?

All SUSE Select Services tiers come with a fixed number of consulting hours. However, if you and your SUSE team feel that your business needs additional consulting services, you can add consulting time or packages as needed in weekly increments. The consulting team will provide some knowledge transfer; however, if SUSE training courses are required, these can be provided by a SUSE specialized technical training partner.

All days must be consumed within the term of one year from contract start date to end date. All un-used days will be cancelled at the end date.

Can I upgrade my tier of service during my year?

If at any time during your SUSE Select Service term, 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 to when you upgrade.

Are Select Services renewable?

Because SUSE Select Services are intended to be a fast path for SUSE OpenStack and SUSE Enterprise Storage implementations, they are not renewable after the yearly subscription expires. After year one, SUSE suggests that Select Services customers transition to purchase the services needs for their business using Premium Support Services and/or Consulting Services. Premium Support Services provides you with continued access to your named premium support engineer and named customer success manager.

However, if you choose to widen your implementation of either SUSE OpenStack Cloud or SUSE Enterprise Storage within your IT Infrastructure, you may purchase another year of SUSE Select **for the implementation, support and maintenance of these new components.**

Why is Select Services a year subscription?

Because SUSE recognizes that SUSE OpenStack Cloud and SUSE Enterprise Storage are new technologies, SUSE Select Services was designed to not only get these technologies implemented but also to ensure that our customers are successful with their implementations. That's why every tier provides access to a specialized premium support engineer, guaranteed response times, proactive maintenance and health checks.

How is an “out of hours” service request handled?

SUSE Select Services provides direct access to a premium support engineer Monday through Friday, during business hours. If you experience issues outside of normal business hours, you can access SUSE WorldWide Technical Support who will respond within your guaranteed response times.

Will SUSE provide any documentation documents to facilitate knowledge transfer?

Handover documentation will be provided by the consulting team to the customer as part of the consulting engagement.