SUSE Assist: Remote Services – Accelerate Innovation Offer

SUSE Assist is a set of flexible offerings that are the backbone of SUSE Global Services. Working with SUSE Global Services during a SUSE Assist offering will accelerate innovation in your transformation project to simplify and modernize your infrastructure.

With SUSE Assist: Remote Services, you get access to technical and business professionals, without the need for them to come on site. Get down to business today and grow your confidence by working with a team that will provide you with real-world insights and best-practice guidance.

SUSE Assist: Remote Services at a glance:

- **Personalization:** Our specialized solution architects and technical product experts identify the requirements that fit the specific needs for the stage of your transformation project.
- **Specified Number of Hours:** Each SUSE Assist: Remote Services package is 40 hours. However, they must be scheduled in advanced and be a minimum of 4 hours.
- **Fixed-Cost:** Because of the highly reduced cost, the 40 hours of services must be used prior to October 31, 2020.

- Products:

+ *SUSE Cloud Application Platform*
+ *SUSE CaaS Platform*
+ *SUSE Enterprise Storage*

SUSE Assist: A Small Package that Packs a Big Punch

All transformation projects require the right support from day one. Often, that means bringing in a partner who can help facilitate the work, accelerating digital transformation and driving to innovation. That's why we developed the SUSE Global Services Customer Journey—providing packaged, fixed-cost offerings at every stage of the project.

As part of the customer journey, SUSE Assist: Remote Services is our most flexible offering—providing remote access to the technical and business professionals you need on your journey to modernizing your business. With SUSE Assist: Remote Services, you gain remote access to key technical and business professionals that you can use at any point of your journey. These professionals will help you accelerate innovation with these key technologies:

- SUSE Enterprise Storage
- SUSE CaaS Platform
- SUSE Cloud Application Platform

Build confidence within your team as you discover how to accelerate innovation with this special offer.

SUSE Assist: Remote Services – Designing your Project

Get the design help you need to get everyone on the same page to ensure a seamless implementation. Design services are led by our team of implementation experts. Working closely with you and your team, we can do a technical deep dive of your application requirements and the resources you currently have.

During a design session, you can develop high-level design documentation, including specific use case architecture considerations, to speed deployment and ensure that the solution design meets your specific needs.

> "Making these changes [for digital innovation] requires resources and expertise in business transformation and change management. These are not skills many organizations have, and so they often reach out to the consultants and vendors to provide the skills needed."

MARCUS BLOSCH
Research VP
Gartner

Contact us at:
www.suse.com

Design sessions are key because they can save you time and effort, while avoiding unnecessary pitfalls during the deployment phase of your project. Begin your deployment with:

- Confidence that the chosen SUSE solutions will meet your desired business outcomes
- Knowledge and agreement on how the SUSE solutions will fit into your current IT infrastructure
- Proven design choices and best-practice recommendations, along with an architectural design that maps to your specific, key use cases

SUSE Assist: Remote Services – Deploying your Project

Deployment sessions have you engaging with solution and technical expertise for successful deployments. Having a solution expert by your side will help to accelerate implementation, providing the confidence you need as you simplify and modernize your infrastructure.

Engaging with SUSE Global Services during deployment is ideal when you are:

- Implementing or executing a pilot to achieve faster application delivery or expand storage capabilities
- Upgrading or expanding your SUSE solutions to embrace public, multi, or hybrid cloud
- Providing consulting, knowledge transfer, or training for your team to close skill gaps or learn new technology

Use Deployment sessions to create exactly the environment you need for evaluation, proof-of-concept, or production implementations in private, public, and multi-cloud environments. Now is the perfect time to embrace key technologies with a partner who will provide best-practice guidelines and real-world experience—helping you meet the needs of your business today and into the future.

The Power of Many

Your enterprise needs to deliver applications faster. That means you need to get modern container and application platforms up and running quickly. The pressure is on and your time and money are more valuable than ever. SUSE Assist: Remote Services draws on the experience of the entire SUSE family—including Global Services, Engineering, and Product Development.

Engaging with SUSE Global Services provides your business with a "safety net" and a proven path to simplify, accelerate, and modernize your IT infrastructure as you accelerate innovation. To learn more about SUSE Assist: Remote Services, contact your SUSE Account Executive or SUSE Global Services Representative.

> "The key to this successful project with SUSE was the ease of initial deployment and scalability in case of additional node installation. Coupled with the flexible, proactive attitude of the SUSE team, this helped get our Kubernetes environment up and running quickly."

ANTONIO ETTORRE
IT manager
7Pixel

SUSE