SUSE Assist

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 your transformation project as you look to simplify and modernize your infrastructure. As a fixed-cost service, SUSE Assist provides you with the technical or product expertise you need to have confidence that your open source solution will meet and exceed your business needs—from design to deployment to optimization.

SUSE Assist flexible package offers:

- **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 Time Frame:** Each SUSE Assist package is 40 hours. You have the option to combine multiple SUSE Assist packages to personalize your consulting experience.
- **Fixed-Cost:** Your 40 hours of service includes travel and expenses. That means you have no surprises at the end of the engagement.

SUSE Assist: A Small Package that Packs a Big Punch

All transformative projects require the right support from day one. Oftentimes, that means bringing in a partner who can facilitate the work, from design through optimization, and drive the project home to achieve its full potential. 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 is one of the most flexible consulting packages in the SUSE Consulting portfolio. There are three flavors of Assist—design, deployment and optimize—each are designed to incrementally help you through your transformation project. And, because we know every project is different, you can combine SUSE Assist packages to ensure that you have a solutions expert from SUSE Global Services for the duration of your project.

Designing your technical landscape

SUSE Assist: Design Services are focused working sessions that provide insight into how selected SUSE Solutions should be ideally implemented and integrated with your existing infrastructure. Design Services sessions are led by our team of implementation experts. They work closely with you and your team to do a technical deep dive of your application requirements and the resources you currently have.

In conjunction with your team, we will 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

> "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

Contact us at:
www.suse.com

Our team of SUSE consultants leverages years of real-world experience to provide your team with a well thought out and personalized report that includes:

- *Validation that the chosen SUSE Solutions will meet your desired business outcomes*
- *Explanation of how the SUSE Solutions will fit into your overall current IT Infrastructure*
- *Analysis of design choices and best-practice recommendations, along with the creation of an architectural design that maps to your specific, key use cases*

SUSE Assist: Design Services help you to accelerate implementation by providing the design details specific to your environment and use cases, saving you time and effort while avoiding unnecessary pitfalls during the deployment phase of your project.

Deploying solutions with technical experts
SUSE Assist: Deployment Services provide onsite and remote engagements that provide product and technical expertise for fast deployments. Having a solution expert by your side will help to accelerate implementation as you simplify and modernize your infrastructure.

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

- *Implementing or executing a pilot with SUSE solutions*
- *Upgrading or expanding SUSE solutions*

- *Providing consulting or knowledge transfer to your team on new solutions*

SUSE Assist: Deployment Services provide the confidence you deserve as you implement new solutions to meet your business objectives.

Optimizing your solutions for their full potential
Deployment is not the end of the journey. **SUSE Assist: Optimization Services** offer onsite and remote engagements that afford you the opportunity to work with a technical or product expert after your implementation is complete.

Optimization services ensure that you are delivering high quality IT services and an improved customer experience for your business. Partner with SUSE Global Services for SUSE Assist: Optimization Services when you:

- *Need an in-depth technical health check*
- *Want to fine-tune your solutions to meet new or greater business demands*
- *Are integrating new solutions with existing systems*

Optimization services enable you to stay on top of technology trends as your business continues to evolve.

SUSE Global Services in Action
SUSE has worked with a number of customers on their journey to transform their business. Some popular use cases for SUSE Assist include:

- *Implementing SUSE Manager, the ideal solution for achieving more effective and efficient management of your open source infrastructure.*
- *Building a highly available environment for SAP HANA services with SUSE Linux Enterprise Server for SAP Applications and SUSE Linux Enterprise High Availability Extension.*
- *Deploying a SAP HANA Scaleup with SUSE Linux Enterprise High Availability Extension and SUSE Linux Enterprise Server for SAP Applications.*
- *Deploying a SAP HANA ScaleOut with SUSE Linux Enterprise High Availability Extension and SUSE Linux Enterprise Server for SAP Applications.*
- *Performing a highly technical health check so that you understand more about the health and performance of your SUSE Linux Enterprise Server environment.*

With SUSE Assist, you are in the driver's seat by using a packaged, fixed-cost offering that meets your needs and fits your budget. Simplify, accelerate and modernize your IT infrastructure by partnering with SUSE Global Services.

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