



SUSE Business Critical Linux Service

Premium support for always-on SUSE Linux

Unique global support for business-critical systems

Fujitsu and SUSE have joined forces to offer SUSE Business Critical Linux Service, a unique premium support package available worldwide which is ideal for x86_64 platforms running business-critical applications. This service supports enterprises that demand the highest levels of system stability and long-term planning certainty for their important application environments. This premium service is available exclusively from Fujitsu and offers longer support per operating system level, along with faster response times to outages and incidents. Fujitsu provides enterprises with a unique way of maximizing the availability of their business-critical systems while cutting costs at the same time.



Maximize your system availability by up to eight years of support per service pack, starting with SUSE Linux Enterprise Server 12 SP2. This will give you the freedom to decide for yourself when a new service pack is necessary and which version you prefer to have.



Minimize your risks with a response time of 30 minutes in critical situations. Long-term support will also significantly reduce the need for planned downtimes.



Reduce your costs by avoiding planned and unplanned outages, not to mention the time needed for tests and migrations.



The challenge

The availability of applications, data and services is important in the digital business world. Outages – planned and unplanned – always have an impact on business. Thus fast and competent support in critical situations is an absolute must. IT managers are also faced with a challenging dilemma: They must weigh the advantages of software updates against the risks and costs of making changes in business-critical systems – because new functions often affect system behavior. That's why more and more enterprises are looking for reliable and long-term support for stable operating system levels.

The solution: SUSE Business Critical Linux Service

SUSE Business Critical Linux Service maximizes the availability of your systems. You can maintain the stability of your configurations for up to eight years and profit from premium support – including important security updates and debugging – during the entire period. This ensures the highest levels of long-term system stability and enables you to provide higher availability for business-critical services. You will also have more freedom to focus on innovations for your vital application environment at a pace that matches your business growth.

SUSE Business Critical Linux Service minimizes the risks of planned and unplanned outages thanks to fast and agile support, not to mention less need for migration processes. In critical situations a global team from Fujitsu and SUSE are always ready to help you. Unlike previous versions, Premium Support offers 30-minute response times – twice as fast than before – and status updates in serious incidents (Severity Level 1). Thanks to long-term service pack support, you can also avoid the consequences of system instability during complex and risk-prone upgrade processes. You can run your environment with the same service pack during the entire specified service period.

SUSE Business Critical Linux Service reduces costs during the entire life cycle of your operating system. You can drastically reduce the time and money spent on migration planning, testing and deployment. Furthermore, your entire business will benefit from fewer planned and unplanned outages. The combination of higher system availability and premium support also enables you to migrate business-critical applications from UNIX derivatives to open server architectures such as those offered by FUJITSU Server PRIMERGY, FUJITSU Server PRIMEQUEST and FUJITSU Server BS2000 SE Infrastructure. Fujitsu and SUSE will help you optimize the operation of your enterprise and business-critical applications in order to achieve more efficiency, flexibility, reliability and cost-effectiveness.



Up to **8** years
of full **support**



Premium Support
with
30-minute
response times



Less work,
fewer risks and **costs**
during the
entire
life cycle

SUSE Business Critical Linux Service at a glance

- Worldwide 24/7 support for a period of up to eight years for SUSE Linux Enterprise Server and SUSE Linux Enterprise High Availability Extension (from SLES 12 SP2 and SLES 15 SP1)
- 30-minute response time and status updates every 30 minutes in critical situations (Severity Level 1)
- Subscription and support for periods of 12, 36 or 60 months
- System prerequisites: x86, Intel EM64T and AMD64, physical as well as virtual; all conventional hypervisors are supported. The subscription version "SLES 1-2 Sock uVirt" already includes XEN and KVM as hypervisors.

We will be happy to advise you personally – just send us an e-mail!

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