



SUSE® Global Services: Helping You Reach Your IT Transformation

You have a vision—a desire to transform your IT infrastructure to keep pace with the new digital economy. Your business depends on this IT transformation because your customers are demanding the flexibility it provides. But there are barriers—barriers that include finding the right skills, having enough time, and overextending your current resources. How do you get from where you are to where you want to go? The answer is SUSE® Global Services.

SUSE Global Services at a Glance:

Your trusted advisors to help your organization plan and implement new solutions that will help your business:

- + Reach your desired business outcomes
- + Solve complex challenges with the right business solutions
- + Minimize downtime, maintain security and avoid business disruption
- + Address skills gaps
- + Stay ahead of your competition

■ Products:

SUSE Consulting
SUSE Premium Support Services
SUSE Select Services

SUSE Global Services: Flexible Service Offerings for Every Business

SUSE Solutions are designed to transform your IT infrastructure to get you from where you are to where you want to go. But do you have the right skill sets on your team to make the transition successfully and keep your business critical applications running smoothly?

SUSE Global Services provides the consulting and support services options to help get you from where you are to where you want to go to achieve the outcomes your business needs. Recognizing that no two businesses are the same, SUSE Global Services offers flexible, tiered solutions. And as a trusted partner, SUSE Global Services helps facilitate every aspect of your IT transformation. Our technical and product experts will help you to:

- **Reach your desired business outcomes.** You know your starting point and you know your desired outcome, but do you have a roadmap

to get there? SUSE Global Services will help evaluate your existing processes and infrastructure, develop a structured approach, and provide a roadmap for your IT transformation.

- **Solve complex challenges with the right business solutions.** The product landscape can be overwhelming—from OpenStack to Enterprise Storage and Containers to Kubernetes. SUSE Global Services has the product and technical experts that can help you make sense of it all by leveraging our broad knowledge of best practices and technical expertise.
- **Minimize downtime, maintain security and avoid business disruption.** Your business can't stop while you are moving forward. When you work with SUSE Global Services, your staff can continue to maintain your existing systems and handle daily operations. SUSE Global Services will ease the bumps of IT transformation by providing implementation expertise, proactive maintenance and dedicated support relationships.

“The setup was easy: highly competent specialists from SUSE Consulting helped us to deploy a reliable and fast storage environment in which the performance is fine-tuned to meet our specific needs.”

MATTHIAS BRAUN
Head of Delivery SAP
FIS-ASP

Contact us at:
www.suse.com

- **Address any skills gaps.** *95% of enterprises say a software-defined infrastructure is the future but 72% are concerned about the lack of skillset within their own organization. How do you achieve the outcomes your business needs? SUSE Global Services helps alleviate the skill gaps and gets you where you want to go by ensuring knowledge transfer and/or facilitating formal training through our ecosystem of training partners.*
- **Stay ahead of your competition.** *Nothing changes faster than software. Having a dedicated relationship with SUSE Global Services. will provide insight into emerging technology and trends.*

SUSE CONSULTING SERVICES

SUSE Consulting Services provides traditional IT professional services for your business. Designed to help you get from

“We were very impressed with SUSE’s implementation team. They were extremely diligent in helping us get the solution up and running, and we can mostly handle the day-to-day maintenance ourselves now, thanks to the training and skills-transfer.”

T. LAKSHMINARAYANA
Vice-President
Pi DataSystems

where you are to where you want to go, SUSE technical consultants can:

- **Design, architect and implement SUSE solutions** to achieve desired business outcomes
- **Upgrade current SUSE solutions** to the latest versions
- **Supplement your team with product experts** to help with resource constraints or to meet compressed schedules
- **Optimize your solutions** to deliver rapid ROI and nonstop IT

SUSE PREMIUM SUPPORT SERVICES

A fixed-cost, 12-month support service, Premium Support Services is ideal for enterprises that want a dedicated relationship with SUSE technical professionals. Your premium support team will have an intimate knowledge of your infrastructure and a professional relationship with key members of your IT team. Direct access to your team gives you unparalleled confidence in your IT transformation journey. Premium Support Services eases the

bumps of implementation, management, and maintenance. As a tiered offering, Premium Support Services will work for you, on your timeline, and within your IT constraints and budget.

SUSE SELECT SERVICES

A blended, fixed-cost, 12-month, tailored services offering provides cost-effective and flexible implementation, consulting, and premium support services. SUSE Select Services are designed to jumpstart implementation of SUSE OpenStack Cloud and/or SUSE Enterprise Storage. Available in three tiers, SUSE Select Services provides the flexibility to choose the level of service that best meets your business needs to achieve your business outcome.

SUSE Global Services provides flexible consulting delivery solutions and premium support offerings, putting you safely on the IT transformation path to keep pace with the digital economy your customers’ expect.

