



SUSE® Premium Support Services: Dedicated Services to Meet the Needs of the Digital Economy

Your business requires that you transform your IT infrastructure to meet the needs of the digital economy. At the same time, your IT and DevOps teams are already stretched to the limit, dealing with everyday maintenance tasks. SUSE® Premium Support Services helps you do both. Our flexible services offering provides a dedicated premium support engineer and customer success manager to help make your transformation seamless and ensure your existing infrastructure is maintained and performing as needed.

Premium Support Services at a Glance:

A 12-month tiered offering which provides a number of benefits delivered by a dedicated premium support engineer and customer success manager. Your Premium Support Services team will:

- **Deliver faster time to value...**
with optimal implementation of your SUSE solutions
- **Ensure business continuity...**
with proactive maintenance and monitoring of your specific systems
- **Help you meet changing business demands...**
with flexible and cost-effective support services offerings, providing exactly the level of service you need

Complete Services from Dedicated Experts

The pace of business is constantly making new demands on your IT department, and sometimes those demands can seem crippling. After all, how do you meet new business demands while still maintaining existing systems, preventing security breaches and avoiding downtime—that is, everyday maintenance? You need SUSE Premium Support Services.

Premium Support Services extends and expands your SUSE subscription by providing access to trusted experts who are dedicated to your business. Your premium team will provide the amount of services you need to help transform your business, without crippling your IT staff.

Tailored to Your Business

Having Premium Support Services in place means that you are never alone. You have access to a named premium team who

is dedicated to your business and knows your specific environment and your team.

Because this is a tiered offering, you determine the level that best meets your business needs and budget.

- **Silver** is the entry-level option, tailored for organizations that need only limited assistance.
- **Gold** is an excellent balance of cost and value. It is designed for enterprises that want to establish a deeper relationship with their premium team.
- **Platinum** is designed for organizations that require the highest level of dedication. At the platinum tier, your premium engineer is 100% dedicated to your business.

All three tiers provide extraordinary value and unparalleled access to a team of experts who are committed to the success of your business.

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Tiers at a Glance

SUSE Premium Support Services and Tiers	Silver	Gold	Platinum
Named Engineer (hours per year) / Service Requests (number per year)*	180 / 30	500 / 150	Exclusive / Unlimited
Customer Success Manager	✓	✓	✓
After Hours Access to Premium Team	✗	✓	✓
Initial Response Times	60	30	15
On-site Days	✗	4/year	4/week
Scheduled Standby Hours**	✗	16	16
Service Reviews (per year)	2	4	12

* Up to the number of hours allotted or up to the number of service requests allocated.

** Scheduled Standby is for preplanned critical after hours support per year; scheduled 2-weeks in advance; used in 4-hour blocks.

Dedicated Technical Experts

Premium Support Services provides direct access to a named, highly experienced expert who will know you and your business needs, and will work closely with your IT staff. Your premium engineer is assigned based on their product knowledge and your business need, and will:

- *Work closely with your in-house team, getting to know them and getting a deeper understanding of your IT infrastructure.*
- *Be proactive to in helping you get the most from your investment*
- *Help you plan for and support infrastructure changes and avoid technical problems*
- *Respond quickly to help design appropriate solutions to solve even the toughest issues*
- *Help you avoid downtime, minimizing costs and business disruption*

Subscribing to a premium support services offering entitles you to **up to** the number of hours allocated **or up to** the number of

premium support service requests allotted. All benefits expire at the end of 12 months.

Proactive Business Champions

Your customer success manager is your champion and will ensure that you experience a high satisfaction level with our services, support and products.

You will develop a close working relationship with your customer success manager. They will coordinate the services personnel on behalf of your business and will facilitate the shortest possible resolution path for your service requests.

Your customer success manager will:

- *Manage your overall customer satisfaction*
- *Project manage any escalated services issues*
- *Provide you with product and services options to drive efficient productivity*
- *Facilitate customer service reviews*

Regular meetings will be scheduled to give you the opportunity to develop a personal relationship, review your services history,

discuss any challenges, provide recommendations for process improvements, and plan for future technology projects. Our goal is to help you stay ahead of your competition.

Help When and How You Need It

From rapid response times to on-site and after-hours services to scheduled standby, your premium team provides you with help when and how you need it.

Response Times

A recent study showed unplanned downtime can cost your business up to \$5,600 per minute! Having a dedicated technical expert when you run into issues can literally save your business hundreds of thousands of dollars a year. With rapid response times as little as 15 minutes, your premium team is just a phone call away.

On-Site Days

Sometimes a phone call or chat won't do; sometimes you need your premium engineer to bring their expertise to your location. On-site days provide an avenue for knowledge transfer and the ability to

share best practices. Working on-site also enables your premium engineer to quickly and efficiently solve future problems, lower IT costs and heighten productivity.

After-Hours Support

Your issues don't always happen during the business day; sometimes your data center goes offline at the most inconvenient times! With a Premium Support Services plan in place, you can contact your premium team 24x7x365. The premium team is made up of Level 2 and Level 3 experts that have access to your details and service history.

Scheduled Standby

Implementing a new solution can be a high-stress operation. You want to ensure that you have the right team in place in case you run into issues. With scheduled standby, you will have access to a premium engineer that is already familiar with your environment should you need immediate assistance. This will save you time, allow you to make system changes with confidence and give you the peace of mind that you deserve.

“To ensure seamless transitions to a software-defined infrastructure, enterprises should fortify their strategy by seeking guidance and support from a strong open source partner with a services arm.”

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