



# SUSE Select Services: Fast Track Your Software- Defined Infrastructure

SUSE® OpenStack Cloud and SUSE Enterprise Storage are key components of a software-defined infrastructure. With your IT and DevOps teams already stretched to the limit, how will you ensure that these key technologies are successfully implemented and maintained? It's time to bring in a trusted partner who can provide a quick, successful implementation and integration without breaking your budget. SUSE is that partner and SUSE Select Services is the answer.

## SUSE Select Services at a Glance:

*Fixed-priced offerings made up of implementation, consultation, premium support and knowledge transfer that:*

### ■ Jumpstart your implementation...

with consulting to help you quickly design and deploy your solution and knowledge transfer to ensure your staff has the skills they need.

### ■ Keep your systems and solutions running smoothly...

with proactive support, monitoring and maintenance checks.

### ■ Meet changing business demands...

providing access to our technical experts and customer advocates at your fingertips.

## Fast Track to Innovation

SUSE Select Services are a set of premier services designed to get your business on the fast track to a software-defined infrastructure. Providing a unique blend of consulting, maintenance and knowledge transfer, SUSE Select Services ensures your solution is up and running in record time, and keeps it running smoothly. And, because no two customers are alike, they are offered in three different tiers—giving you the flexibility to choose the level of service that best meets your business needs. Regardless of the tier chosen, SUSE Select Services provides extraordinary value, built-in flexibility and are designed to develop a true trusted relationship with an expert who is dedicated to the success of your business.

### CONSULTING AND KNOWLEDGE TRANSFER

Once you've made the smart choice with SUSE solutions, it's time to ensure that you successfully implement those solutions. That's why SUSE Select Services include access to a technical expert that helps you

quickly design and deploy your solutions. This technical expert is a member of SUSE IT Consulting and will bring best practices and product expertise to ensure a successful deployment tailored to your meet business needs.

Want to bring your team up to speed on these new, key technologies? SUSE Select Services provides for knowledge transfer from your SUSE consultant. Optionally, your SUSE consultant can arrange training classes for your team with a SUSE specialized technical training partner.

### SUPPORT AND ADVOCACY

Now that your solutions are deployed, you need to keep them running smoothly. SUSE Select Services provides access to named premium support engineers, backed by the entire SUSE technical support organization. Your premium support engineer will provide proactive support, monitoring, and maintenance checks ensuring that your solutions continue to run without business disruption.

**SUSE Select Services provide extraordinary value, built-in flexibility and are designed to develop a true trusted relationship with an expert who is dedicated to the success of your business.**

Contact us at:  
[www.suse.com](http://www.suse.com)

In addition to a named premium support engineer, SUSE Select Services provides access to a named customer success manager, who will act as an advocate for your business and provide personalized account management. Your customer success manager will develop a close working relationship with you, coordinate the efforts of support personnel on behalf of your business and will facilitate the shortest possible resolution times for any technical issues. And because your customer success manager is intimately familiar with your business, they are the perfect resource to help you proactively plan for future technology projects.

The combination of a premium support engineer and a customer success manager means that you will always have a point of contact for all your support inquiries.

**HEALTH AND MAINTENANCE**

Nothing changes faster than software. That’s why SUSE Select Services includes proactive maintenance and scheduled health checks.

As part of the offering, you will enjoy proactive maintenance for your SUSE solutions. Your named technical expert will check quarterly for any necessary patches and apply them as needed, ensuring that your solutions are always current.

You will also be entitled to scheduled health checks. A health check is a formal review and analysis of your IT systems and environment with a keen eye on keeping your systems optimized. The result of the health check is an in-depth report offering detailed technical recommendations tailored specifically for your business. The report can also include recommendations for enhancements, upgrades, or new directions for your business.

**SERVICES TAILORED FOR TODAY’S BUSINESS**

SUSE Select Services were designed with your business in mind. With the ever-changing pace of business, you need a partner you can trust with the expertise you need.

Whether you are running a small business or manage operations for a large international enterprise, SUSE Select Services will fast track your software-defined infrastructure without requiring the time or skill of in-house resources. Get the ultimate in flexibility and value, while developing a true trusted relationship with an expert who is dedicated to the success of your business.

**“SUSE Services didn’t just deliver a home run, they delivered a grand slam —and a walk off grand slam at that!”**

**IT MANAGER**  
 Leading Technology Company

**SUSE SELECT SERVICES AT A GLANCE**

SUSE Select Services/Tiers	★	★★	★★★
<b>Direct Access</b>	15 SRs per year	30 SRs per year	Unlimited SRs
<b>Response Times</b>	1 Hour	30 Minutes	15 Minutes
<b>Hours of Access</b>	8 x 5 business hours	8 x 5 business hours	8 x 5 business hours
<b>Health Check/Patch Updates</b>	Annual/Quarterly	Quarterly/Quarterly	Monthly/Quarterly
<b>On-Site Support Days</b>	0	Up to 2 days/year	Up to 4 days/year
<b>Consulting</b>	5 Days	10 Days	20 Days
<b>Assigned Customer Success Manager</b>	No	Yes	Yes

