SUSE® Customer Center Roadmap
Connecting Customers with SUSE®

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Product Manager
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Overview

- Introductions
- Functionality
- Looking back
- Looking ahead
- Q&A
Introductions
Introductions

What do you mean, SUSE® Customer Center Roadmap?
Introductions
What does SUSE® do?

Develop an enterprise grade Operating System and Software Defined Infrastructure using open source projects.
Introductions
What value does SUSE® add?

✔ Consistency
✔ Security
✔ Choice
✔ Ease of use
✔ Support

→ We make complexity manageable throughout the life cycle.

Example:
SUSE® Linux Enterprise Server 12 SP2 x86_64 (November 2016 - March 2018)
• 771 Patches, allowing for $2^{771} = 1.24 \times 10^{232}$ potential combinations
• Total update repository is 19GB
Introductions
What does SUSE® sell?

✗ Licenses
✓ Maintenance subscriptions
✓ Support subscriptions
✓ Services (Consulting)
Introductions
How does SUSE® provide all this to customers?

Simple answer: SUSE® Customer Center!
Introductions
Architecture

SUSE® Customer Center

Web UI

3rd party

SUSE® Manager

SMT 11
SMT 12
RMT

SUSERegister
Zypper
Yast

SUSEConnect
Zypper
Yast

SUSEConnect
Zypper
Yast
Introductions
SUSE® Customer Center is a Product!

Run by a DevOps/Scrum team of
• Team Lead
• UX/UI Expert
• Product Owner
• Scrum Master
• Developers
• Product Manager
Functionality
Functionality
Organization and user management (1/2)

Organization SUSE Linx GmbH UC3117035

<table>
<thead>
<tr>
<th>Username</th>
<th>Last Name</th>
<th>First Name</th>
<th>E-Mail</th>
<th>Support Access</th>
<th>Admin</th>
</tr>
</thead>
<tbody>
<tr>
<td>blandorff</td>
<td>Landorff</td>
<td>Benjamin</td>
<td><a href="mailto:blandorff@suse.com">blandorff@suse.com</a></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Displaying 1 user
Functionality
Organization and user management (2/2)

Organization SUSE Linx GmbH

These credentials are typically used for SMT, RMT and SUSE Manager (Proxies).

Mirroring credentials
for all proxies of this organization
Username: [redacted]
Password: [redacted]
Functionality
Subscription management (1/3)

All subscriptions for SUSE Linx GmbH

<table>
<thead>
<tr>
<th>Displaying only:</th>
<th>Active</th>
<th>Search</th>
<th>Download subscriptions as CSV</th>
<th>10 per page</th>
</tr>
</thead>
<tbody>
<tr>
<td>▲ Name</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SUSE Enterprise Storage Evaluation</td>
<td>▼ Apr 13 2019</td>
<td>---</td>
<td>0/0 of 1</td>
<td></td>
</tr>
</tbody>
</table>

Displaying 1 subscription
Functionality
Subscription management (2/3)

SUSE Enterprise Storage Evaluation

Subscription Information

Start date: Feb 12 2019
Expiry date: Apr 13 2019
Registration Code: [redacted]
Registered systems: 0/0 of 1

Base and Extension Products

Order History

Software Download

Patch Notifications

Download .iso

Add notification
# Functionality

Subscription management (3/3)

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## SUSE Enterprise Storage Evaluation

### Base products

<table>
<thead>
<tr>
<th>Product</th>
<th>Repositories</th>
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<tr>
<td>SUSE Linux Enterprise Server 10</td>
<td>12 repositories</td>
</tr>
<tr>
<td>SUSE Linux Enterprise Server 10 SP1</td>
<td>6 repositories</td>
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<tr>
<td>SUSE Linux Enterprise Server 10 SP2</td>
<td>8 repositories</td>
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<tr>
<td>SUSE Linux Enterprise Server 10 SP3</td>
<td>14 repositories</td>
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<tr>
<td>SUSE Linux Enterprise Server 10 SP4</td>
<td>10 repositories</td>
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<td>SUSE Linux Enterprise Server 11</td>
<td>12 repositories</td>
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<tr>
<td>SUSE Linux Enterprise Server 12</td>
<td>26 repositories</td>
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</table>
Functionality
System management

<table>
<thead>
<tr>
<th>Hostname</th>
<th>Subscriptions</th>
<th>Arch</th>
<th>Last seen at</th>
<th>Last re-registered on</th>
<th>Virtual</th>
<th>Registration Proxy</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Redacted]</td>
<td>No subscription assigned</td>
<td>x86_64</td>
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<td></td>
<td></td>
<td></td>
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<td>No subscription assigned</td>
<td>x86_64</td>
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<tr>
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<td>No subscription assigned</td>
<td>x86_64</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SUSE Linux Enterprise Server happy subscription</td>
<td>x86_64</td>
<td>Nov 12 2018, 4:49 PM UTC</td>
<td></td>
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</table>
## Functionality

**Proxy management**

### All proxies for Happy Customer

<table>
<thead>
<tr>
<th>Proxy Type</th>
<th>Unique ID</th>
<th>Host system</th>
<th>Last seen at</th>
<th>Host system</th>
<th>Last seen at</th>
<th>Reported systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>RMT</td>
<td>12008a7a-0e9c-4eb8-8098-b9d9-000000000000</td>
<td>(not registered)</td>
<td>Mar 27 2019, 12:25 PM UTC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RMT</td>
<td>ece4d53-d077-4578-a97d-9...</td>
<td>(not registered)</td>
<td>Mar 27 2019, 1:45 AM UTC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RMT</td>
<td>c8517ce7-ada7-439a-a23b-0e666...</td>
<td>(not registered)</td>
<td>Mar 27 2019, 12:49 AM UTC</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>RMT</td>
<td>f151fe6a-525f-49d3-947f-067f...</td>
<td>(not registered)</td>
<td>Mar 27 2019, 12:10 AM UTC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SMT</td>
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<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>RMT</td>
<td>2033co63-2466-f50f-82a2-1...</td>
<td>(not registered)</td>
<td>Mar 25 2019, 6:32 AM UTC</td>
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</table>
# Functionality Support interface (1/2)

## Support Tickets

<table>
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<tr>
<th>Status</th>
<th>Ticket #</th>
<th>Subject</th>
<th>Created</th>
<th>Last Update</th>
<th>Contact</th>
<th>Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>101218169701</td>
<td>[TEST ONLY] Please ignore</td>
<td>Feb 12 2019</td>
<td>Feb 12 2019, 1:51 PM UTC</td>
<td>Benjamin Landorff</td>
<td>SUSE LINUX GMBH</td>
</tr>
<tr>
<td>1</td>
<td>101080185941</td>
<td>test</td>
<td>Jun 21 2017</td>
<td>Jun 21 2017, 7:01 PM UTC</td>
<td>[Redacted]</td>
<td>SUSE LINUX GMBH</td>
</tr>
<tr>
<td>1</td>
<td>101079949251</td>
<td>test</td>
<td>Jun 21 2017</td>
<td>Jun 21 2017, 10:13 AM UTC</td>
<td>[Redacted]</td>
<td>SUSE LINUX GMBH</td>
</tr>
</tbody>
</table>
Looking back
Looking back
Highlights

• SUSE® Linux Enterprise 15
• SUSE® Separation
• UI Redesign
Looking back
SUSE® Linux Enterprise 15 (1/5)

- Modularization ("everything is a module")
  - Dependency resolution
  - Package search
  - Migration scenarios
Looking back

SUSE® Linux Enterprise 15 (2/5)
Looking back
SUSE® Linux Enterprise 15 (3/5)

- Repository Mirroring Tool (RMT)
  - Focus on Repository Mirroring Use Case
  - Ease of Use (e.g. Auto completion)
  - Better Performance
  - Smaller Footprint
  - Support for SUSE® Linux Enterprise 12 & 15 Clients
  - Upgrade from SMT to RMT
Looking back
SUSE® Linux Enterprise 15 (4/5)

• Example: Performance
  • RMT is much faster than SMT
    • 3x faster registration
    • 3x faster mirroring
    • Uses only a fraction of the resources (see next slide)
Looking back
SUSE® Linux Enterprise 15 (5/5)
Looking back
SUSE® separation

March 15th 2019: “SUSE® today announced the creation of the largest independent open source company following the completion of SUSE’s acquisition by growth investor EQT from Micro Focus.”

We made sure this change affects you as little as possible.
Looking back
UI Redesign

New Design
- Customer feedback
  - Feedback button
- Revamped content area
- Further changes
  - Icon set
  - Color scheme
  - Interaction
Looking ahead
Roadmap
Container support

“Make containers first class citizens!”
Roadmap
Container support

SUSE® Container Registry & Catalog

- Metadata
  - Description
  - Installation instructions
- Sources / Packages
- License information
- Version information
- Search functionality
Roadmap
Container support

SUSE® Containers SCC Integration

- Product information
- Package Search
- Patch Finder
- Authentication / Authorization
Roadmap

Container support

Staged introduction

- SUSE® Linux Enterprise base & derived containers
- SUSE® Container as a Service Platform
- SUSE® Container Application Platform
- Other containerized products (e.g. SUSE® Enterprise Storage)
Roadmap
Minor improvements

• Package Search
  • CSV download
  • Additional information (e.g. License, support status, ...)
  • Direct download

• Patch Finder

• Dashboard improvements
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