

# Top Ten Reasons Customers Choose SUSE for Linux Support

When you choose Linux from SUSE, you get more than an operating system; you get top-notch technical support. For over 20 years, customers have turned to SUSE for the confidence they need to run Linux in mission-critical environments. It's time to experience the Linux technical support you deserve.

Need more proof that SUSE is the right choice to support Linux for your company? Check out these 10 reasons:

**1. For over 20 years SUSE has been the world's leader in providing Linux support for enterprise-level customers.** From over two-thirds of the global Fortune 100 customers to 80 percent of the U.S. Fortune 500 aerospace and defense companies. If these customers trust us with their mission-critical support, you should too.

**2. At SUSE we know each customer is unique, which is why our services are flexible enough to be tailored to your needs.** Whether you need a dedicated engineer working at your site, or only a handful of prioritized service requests—we have options to meet your needs.

**3. If you run a cross-platform environment, SUSE is the most recommended Linux distribution in the industry.** SUSE Linux Enterprise is the only Linux distribution that Microsoft officially recommends for customers who want to use Windows and Linux together. In addition, if you are running both Red Hat and SUSE in your environment, SUSE can provide world-class support for both distributions; providing a higher level of support as well as a cost savings.

**4. We have the partnerships to support your unique environment.** Just take a look at the numbers: Over 80 percent of all Linux on mainframe computers and 70 percent of all Linux-based SAP environments are SUSE. Leading databases and applications run on SUSE, including Oracle, IBM DB2, MySQL and WebSphere to name a few. More hardware systems and applications are certified on SUSE than any other Linux distribution, which means SUSE will run seamlessly in your environment.

SUSE by the numbers. SUSE Linux Enterprise Server is used by:

- Over two-thirds of global Fortune 100 customers
- 80 percent of all U.S. Fortune 500 aerospace and defense companies
- 70 percent of U.S. Fortune 1000 general merchandisers, specialty retailers, and food and drug stores
- Nearly all of the world's automobile manufacturers

When it comes to Linux technical support, you deserve a vendor that will exceed your expectations and partner with you every step of the way.

[www.suse.com](http://www.suse.com)

**5. SUSE listens to you and how you want to manage your environment.** We offer the most flexibility for patching and upgrading. You can pick and choose which patch you need without being faced with a major upgrade every time. We also offer a 13-year support lifecycle on every major version, with the option to extend support for service packs an additional three years with Long Term Service Pack Support.

**6. Customers rate SUSE as the #1 provider of Linux Support in the industry.** Independent research establishes that SUSE Linux support surpasses Linux support provided by Oracle and Red Hat. Customers rated SUSE as higher for overall technical support as well as Linux knowledge and expertise, mixed platform environment support, how proactive the vendor is with providing alerts, updates and patches, time to reach an engineer and time to resolve an issue. If the quality of technical support is important to you, listen to what other customers are saying.

**7. SUSE supports you wherever you are, with global support centers staffed with skilled engineers.** With over 20 years of enterprise experience, our innovative tools, proven escalation processes, and commitment to quality have earned us numerous honors, awards and certifications. We continue to innovate and evolve our services to stay at the leading edge in the industry when it comes to service.

**8. SUSE offers the highest level of personalized support in the industry.** With a Premium Service Engineer, you have direct access to a named and highly experienced expert who will understand your technical environment and work closely with your in-house team, be proactive to help you avoid technical problems and downtime, and help your team address changing needs to minimize costs and business disruptions.

**9. SUSE helps you support yourself, with access to the best self-help tools in the industry.** Our support website has been recognized by the Association for Support Professionals (ASP), and is included in their hall of fame for consistently being on the ASP's list of Ten Best Web Support Sites. You have access to the SUSE Support Knowledgebase, technical documentation, product support forums and more.

**10. SUSE has the training and consulting resources to enable you to be successful.** We offer training courses for all roles and skill levels in a variety of methods to meet your learning and budgetary needs. Our experts provide deep technical knowledge and broad industry experience while our consulting methodologies ensure quality SUSE solutions are delivered on time, and within budget.



Contact your local SUSE Solutions Provider, or call SUSE at:

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