



# SUSE Premium Technical Advisory Services

Technical Advice, Counsel and Guidance to Keep  
You Competitive

The skills gap is real and hiring is expensive and time consuming. You need access to a specialist to keep your business running smoothly and stay on top of technology trends. Premium Technical Advisory Services is just that. With an assigned coordinator, you can schedule time with the right specialist at the right time. So whether you need technical expertise, mentorship or guidance, Premium Technical Advisory Services provides just the right amount of service. Premium Technical Advisory Services can be the difference between surviving and thriving in today's digital world.

Flyer

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## Premium Technical Advisory Services at a Glance:

Premium Technical Advisory Services is a 12-month, fixed-cost tiered offering. Having Premium Technical Advisory Services in place means having access to the right professionals at the right time who can help you:

- **Maintain your business...**  
By ensuring that your SUSE solutions are running optimally and securely on the most current releases with the latest guidance and advice to meet your current business objectives.
- **Grow your business...**  
By giving you guidance on technology trends, security insights and performance best practices to address your ever-changing business needs.
- **Innovate your business...**  
By exploring cloud native technologies like Kubernetes and Containers to move you ahead of your competition.

SUSE Premium Technical Advisory Services is an annual subscription. All benefits reset at the end of 12 months.

## A Helping Hand

You've got questions; we've got answers. Premium Technical Advisory Services connects you with the right technical consultant at the right time. Whether you want to work on performance tuning to address customer concerns, set up an architecture workshop to modernize your systems or you want to discuss integrating new technology to leapfrog your competition, SUSE has an expert to help you.

As a fixed cost, 12-month service offering, you set the schedule for obtaining the right technical mentorship for your open-source solution needs by working with your designated coordinator. They will get connect you with the right consultant at the right time for as long as necessary. And because your coordinator knows you, your company, and your team, you are assured to get the right fit.

It's really that simple.

## Tailored to Your Business

Having Premium Technical Advisory Services in place means you have will always access to the right technical or product specialist at the right time. Your assigned coordinator will ensure to connect you with the team that can augment your team to get you your desired outcome.

“SUSE Premium Technical Advisory Services provide direct access to professionals to keep your business running, growing, and innovating.”

Because Premium Technical Advisory Services is a tiered offering, there is a plan for every sized business:

- **Standard** is the entry level option, providing direct access to your coordinator for up to 12 hours and technical personal for up to 60 hours.
- **Standard +** is the next level providing double the number of accessible hours to both your coordinator and your technical team.
- **Professional** provides up to 4 on-site visits per year.
- **Enterprise** provides up to 2 on-site visits per month.

Premium Technical Advisory Services provides direct access to professionals to keep your business running, growing, and innovating. And because all tiers provide extraordinary value and unparalleled access to a team of experts who will meet your needs, Premium Technical Advisory Services is perfect for any sized business.

## What does Premium Technical Advisory Services Offer?

With a range of benefits, Premium Technical Advisory Services provides the services you need to keep your business

competitive and your team innovating. Benefits include:

### Dedicated Coordinator

Premium Technical Advisory Services provides direct access to a SUSE Services Coordinator who will work with you to schedule the right person or team for your exact concerns. They will understand your needs and get to know you and your business. Imagine one call to gain access to the specific skills you need to address your unique concerns.

### On-site Days

Sometimes a phone call or a web meeting won't do; sometimes you need technical expertise at your location. The top two tiers (Professional and Enterprise) provide that access. On-site days provide a unique opportunity for collaboration and knowledge transfer. Working on-site also enables your technical expert to solve immediate and potential future problems, lower IT costs and heighten productivity quickly and efficiently.

### Direct Technical Professionals

Infrastructure can be complex and ever

changing. What are containers and why do you need them? Is your high availability system set up correctly? How can you securely and simply manage your mixed Linux environment? Get answers to these and more with direct access to SUSE experts who can address your specific needs on your time frame.

### Defined Schedules

Work directly with your coordinator to schedule time with your advisor to meet the needs and timescales of you and your team. Depending on the tier chosen, your lead time for a scheduled date will range from almost immediately to no more than 3 days. Your coordinator makes the schedule painless and Premium Technical Advisory Services gives you the freedom to address your needs with the right team.

### Dedicated Time

Time is a valuable commodity. That's why with Premium Technical Advisory Services, you can book your dedicated time in 4-hour blocks. Use these blocks all at once or schedule them throughout the year. With Premium Technical Advisory Services, the choice is yours.

### eLearning Access

Learning is a gift you can give your team to keep your systems running optimally. Each tier of Premium Technical Advisory Services comes with access to eLearning Subscriptions. SUSE eLearning provides limitless learning and gives the subscriber access to every SUSE technical training course for every SUSE solution – from SLES to SUSE Rancher.

## Tiers at a glance:

	Standard	Standard+	Professional	Enterprise
<b>Co-Ordinator</b>	Yes (Up to 12hrs)	Yes (Up to 24hrs)	Yes (Up to 48hrs)	Yes (Up to 96hrs)
<b>Onsite days</b>	Remote only	Remote only	Up to 4 visits per annum	Up to 2 visits per month
<b>Hours</b>	60	120	400	Full-Time (1680 hrs)
<b>Scheduling</b>	Next Available Slot	Next Available Slot	Next Available Slot	As required
<b>Minimum Block</b>	4 hours	4 hours	4 hours	4 hours
<b>eLearning access (silver)</b>	1 Subscription	2 Subscriptions	3 Subscriptions	4 Subscriptions

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Advisory Services at [suse.com/premium-technical-advisory-services](https://suse.com/premium-technical-advisory-services) or contact your account team.

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