



White Paper

Achieve Nonstop IT

High-Availability Solutions Deliver Nonstop IT for Uninterrupted Service

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The necessity to keep enterprise systems running is driving many executives to seek out cutting-edge solutions from the best partners which deliver premium, personalized support services. Those that find it will boost productivity, improve operational efficiency and maintain business continuity.

Regardless of your industry, the interruption of services for your customers, partners or employees as a result of IT downtime is expensive — the cost is not just counted in dollars, but in customer retention, workforce productivity and business reputation.

The need to minimize the length of time that systems are down, and then recover quickly, is of paramount importance. Your enterprise needs to achieve nonstop IT through 'high-availability' solutions that ensure uninterrupted services.

Counting the Cost of Downtime

IT downtime can be catastrophic for business — it affects customers, staff and partners. The challenge is to minimize the length of time that systems are down, and recover quickly, to support your ever-growing estate of business-critical applications.

There's also the risk associated with fixing infrastructure and extending applications. Alongside the challenge of keeping systems running, there's the necessity to reduce interruptions while you apply software fixes to keep systems up-to-date. And, in such a rapidly changing world, another challenge is finding a way to swiftly adapt your infrastructure in response to changing market conditions.

- 1 Capgemini: The disconnected customer: what digital customer experience leaders teach us about reconnecting with customers (2017).
- 2 Data Centre Knowledge: Most Data Center Outages Aren't Caused by Tech Failure Data Center Knowledge (2017).
- 3 SUSE: Delivering an Always-On, Always-Available Digital Enterprise (2017).

Market Snapshot

Most outages are not caused by natural disasters; customers reward enterprises that deliver a great customer experience; and, while most businesses think they are customer-centric, most customers do not agree.

75%

of businesses consider themselves customer-centric¹.

30%

of customers believe businesses are customer-centric¹.

81%

of customers are willing to increase the amount of money they spend with an organization in return for a better experience¹.

Two-thirds

of data center outages are caused by processes, not infrastructure systems².

One in three

companies have reported at least one disaster or significant disruption during the last five years, most of which were caused by hardware failures, software failures, telecom failures, data corruption, failed upgrades, or human error³.

When systems do go down, a recovery plan is vital to minimize any drop in productivity and loss of services (due to regional disasters). And it's essential to protect business-critical workloads and infrastructure by being able to replicate application data across multiple clusters.

Predictable, Reliable, Available

Nonstop IT means uninterrupted access to critical systems and infrastructure. It means accessible, predictable and reliable systems that run business-critical applications, underpinned by an infrastructure you can trust.

High-availability solutions are delivered through a converged infrastructure with business-critical Linux and scalable automation. But, to provide uninterrupted services, you need the right solutions, partner and support. This should be made up of four elements.

1. An open source, **high-availability clustering system** that's easy to deploy in physical and virtual environments, and minimizes data loss due to corruption or failure. High-availability clustering is used to automate application and data recovery by protecting your data assets using your existing IT infrastructure — when a fault or failure occurs, these solutions transfer workload to another server, or the application automatically restarts on a working system.
2. An open source **real-time operating system** that reduces latency and increases the predictability and reliability of time-sensitive, business-critical applications.
3. Cutting-edge, **live patching technology** which allows you to apply kernel fixes on the fly without interrupting service. With the right solution, you can apply patches to your Linux kernel while applications run, and without rebooting your system. (SUSE's live patching across multiple architectures is a first for the industry.)
4. Personalized, **premium support services** which includes direct access to **named technical and business professionals** who know you, your business and your IT infrastructure, to give you more confidence in choosing open source solutions.

Maximized Uptime

With the right solutions, partner and support services, you can minimize planned and unplanned downtime.

The right tools and solutions will help you prevent data loss and recover from incidents, while enhancing security and compliance. They will help keep your systems up-to-date without interrupting critical processes like artificial intelligence apps, big data analytics, and database applications. These solutions will enable you to:

- React quickly to new information and changing market conditions using precision timing that raises the bar on responsiveness
- Boost productivity, improve operational efficiency and maintain business continuity by increasing service availability to partners and employees
- Maintain trust and deliver exceptional, seamless customer experiences to attract and retain clients by delivering high-availability services
- Align business and IT objectives, develop and high-level roadmap and implement high-availability solutions confidently by accessing premium support services from named product, technical and business professionals

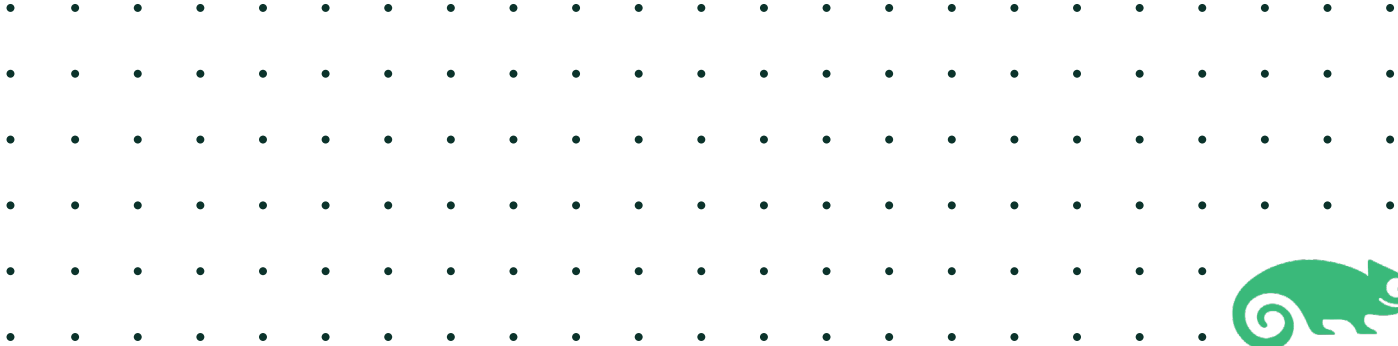
With the right solutions, partner and support services, you will be able to achieve nonstop IT through high-availability solutions that ensure uninterrupted services.

Contact us for a trial, or learn more about our products:

SUSE Linux Enterprise High Availability Extension
SUSE Linux Enterprise Real Time
SUSE Linux Enterprise Live Patching
SUSE Premium Support Services
SUSE Global Services

Additional contact information and office locations:
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