

# SUSE One

## Partner Program Guide

The Power of **Many**. Together as **One**.

Fall 2020



## Welcome!

A warm welcome to the SUSE One Partner Program!

You have made the right choice to join us. Our business is growing and we are developing cutting-edge solutions that solve issues faced by large enterprises operating in heterogeneous IT environments that help our partners to grow too!

We want to ensure that our partnership is equitable, profitable and successful. The purpose of this Program Guide is to provide you with information on:

- Navigating your way through the SUSE One Partner Program
- Gaining knowledge of SUSE products and solutions
- Accessing free sales and technical training
- Getting professional technical training and certifications
- Broadening your partnership with SUSE around our new Specializations
- Gaining additional profit from Deal Registration and our other programs

We look forward to working with you!

Please don't hesitate to email us if you have any questions or feedback about the SUSE One Partner Program.

If you are in the Americas, you can send an email to [partnerteam.americas@suse.com](mailto:partnerteam.americas@suse.com); in EMEA, [partnerteam.emea@suse.com](mailto:partnerteam.emea@suse.com) and Asia Pacific, [partnerteam.apj@suse.com](mailto:partnerteam.apj@suse.com).

Best regards,

The SUSE One Partner Team

P.S. You can download your new [SUSE One Partner Certificate](#) by logging on to the [SUSE One Partner Platform](#) today!

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## SUSE

### The largest independent open source software company in the world

Our goals are your goals – to fill the world with Enterprise-class open source solutions backed by a network of individuals and partners intent on making Linux and open source a primary component that helps customers achieve their goals and manage their business.

How does SUSE do this? By engaging and collaborating with an ecosystem of partners and communities to deliver enterprise-grade, open source software-defined infrastructure and application delivery solutions backed by superior service and support.

## History

### Founded in 1992, SUSE is the world's first provider of an Enterprise Linux distribution

#### Some other notable items in our history:

- 1992: SLS is released – it's the first comprehensive Linux distribution
- 1994: Linux 1.0.0 released supporting single-processor i386-based computer systems; S.u.S.E. Linux 1.0 released
- 1996-7: Linux 2 released, supporting multiple processors in a single system. SUSE Linux 4.2 released, the first true SUSE distribution; SUSE becomes Europe's leading Linux distribution. SUSE enters North America market
- 1999: IBM, SAP and Oracle partnerships announced. SUSE enters the Asia Pacific market. SUSE develops YaST, a unique, popular graphical installation and configuration framework
- 2000: First Enterprise Linux released. SUSE Linux Enterprise Server (for IBM S/390). SUSE starts helping AMD port Linux to x86-64 architecture
- 2001-2: SUSE Enterprise Linux Server released for x86; Key partnerships, including Intel, AMD, HP and Fujitsu
- 2003-4: SUSE introduces SUSE Linux Desktop for business. SUSE acquired by Novell; openSUSE launched
- 2006: Microsoft and SUSE announcement interoperability agreement. SUSE offers first Enterprise virtualization technology integration for Linux (Xen).
- 2007: SUSE Linux Enterprise 10 launched. openSUSE launches Tumbleweed (a rolling Linux release)
- 2009-10: SUSE Linux Enterprise 11 released with KVM. SUSE Studio launched. VMware partnership announced. SUSE Linux Enterprise on Amazon EC2
- 2011-12: SUSE OpenStack Cloud released; SUSE Linux Enterprise on Windows Azure. SUSE launches its first user conference – SUSECON
- 2014-15: SUSE joins the Micro Focus group. SUSE Linux Enterprise 12 and SUSE Manager released; SUSE Enterprise Storage (based on Ceph) released. SUSE joins Cloud Foundry
- 2016: SUSE CEO joins Micro Focus board; SUSE acquires openATTIC storage management assets
- 2017: SUSE acquires OpenStack IaaS and Cloud Foundry PaaS talent and technology assets from HPE. SUSE celebrates its 25th anniversary. SUSE Cloud Application Platform certified by Cloud Foundry. SUSE Container as a Service Platform released
- 2018: SUSE Linux Enterprise 15 released; SUSE contributes openATTIC storage management framework to the Ceph project
- 2019: Partnership with EQT sees SUSE become the largest independent, open source software company. Melissa Di Donato named SUSE CEO

## Why SUSE?

### What Does Open Mean to You?

For SUSE, open means more than software. It's a business model and a culture. Leveraging our Linux heritage, we deliver truly open solutions, flexible business practices, lack of enforced vendor lock-in, and exceptional service and support that your digital transformation demands. Our commitment to open source means adapting it and making it dependable, with highly flexible solutions that are hardened and secured for the most demanding IT environments.

### A few facts for you:

- More than 50% of SUSE employees focus on development and support
- There are 8,500 certified applications for SUSE Linux Enterprise Server
- SUSE Linux Enterprise Server is certified on 13,500+ hardware systems
- Two-thirds of SUSE customers give SUSE engineers a perfect score
- SUSE is currently engaged with 100+ open source projects
- SUSE has 650 staff actively working in research and development
- SUSE support is available globally, 24x7

Today, thousands of businesses worldwide rely on SUSE for their mission-critical computing and IT management needs.

## SUSE One Partner Program

### New Comprehensive Partner Program

The new SUSE One Partner Program aims to simplify your interactions with SUSE by bringing together and updating historic programs, benefits and practices into a single comprehensive program based on specializations that give you the choice to opt in to one or more areas of specialization.

You choose whether you want to go deep or broad to align with your own business strategies and customer solutions. To make this as smooth a transition for you, we will be implementing a phased rollout of the new SUSE One Partner Program.

### Overview

Here's what you need to know to join and progress through the tiers in the Partner Program so that you can enjoy more benefits of partnering with SUSE.

All organizations new to the program start as Silver partners.

If you are interested in certifying your product and/or solution (as an ISV, IHV, Embedded or Appliance partner), then you can start your journey into the Specializations as an INNOVATE partner.

The main requirement for joining is to be a validated organization, in good standing and accepting the SUSE One Partner Program agreement on the SUSE One Partner Program portal.

### SUSE One Partner Portal – <https://partner.suse.com>

#### Easy access to all content, resources, and tools related to SUSE One Partner Program

The SUSE One Partner Portal is the place to go for all things related to the program.

It provides easy and quick access to:

- Collateral
- Sales & Presales training content
- Technical training and certification (Gold/Platinum)
- Price lists
- Product documentation
- Sales plays
- SUSE One Partner Solution Stacks
- Software
- Support and more!

## Tiers

In the SUSE One Partner Program framework there are 3 tiers:

### Silver, Gold, and Platinum

Baseline requirements and benefits are common across all specializations and are included in the Silver tier level.

Gold and Platinum tiers provide additional benefits and requirements and are specific to each specialization and are in addition to those provided in the Silver tier.

## Specializations



### INNOVATE

#### Includes the former SUSE Technology Partner Program

This specialization focuses on SUSE Technology Partners whose co-innovation/co-engineering supports SUSE offerings with IHV and ISV certifications. This specialization is available to all partner types engaged with SUSE that require SUSE certification and/or engineering support. Programs include the SolidDriver, YES Certification, and SUSE Ready depending on the partner's product or solution.

Participation in this specialization does not require a revenue commitment. Instead, we help provide engineering support to partners certifying their products and solutions with SUSE software to build joint, high-quality solutions for our mutual customers.

### BUILD

#### Includes former SUSE IHV, ISV, OEM, and Embedded Programs

This specialization supports the integration and aggregation of end-to-end solutions across SUSE offerings as well as partner offerings. This specialization is available to all partner types aggregating, integrating, and/or building with already certified solutions.

This specialization does not require SUSE engineering support but may require partner engineering or add-on services and outputs from partner offerings created/certified through the INNOVATE program. This specialization is focused on revenue generation.

**SELL** **Includes former SUSE Reseller and Authorized Distributor Programs**

The specialization focuses on revenue generation reselling SUSE offerings and/or SUSE One Partner Solution Stacks. This specialization is available to all partner types and is an evolution of the historical value-added resellers, resellers, and authorized distributor programs. It can also include services-led organizations that build their own services around SUSE products and solutions; however, those services-led organizations, including value-added resellers, might start to investigate branching into our SERVICE Specialization as well.

**MANAGE** **Includes former SUSE Cloud Service Provider Program**

This specialization supports partners managing SUSE offerings or SUSE One Partner Solution Stacks through a CSP, MSP, hosters/hosting, private, public, and/or hybrid cloud managed environment. This specialization is revenue generating and open to all partner types.

**SERVICE** **New SUSE specialization that includes existing efforts/programs around systems integrators, services partners, and others.**

This new specialization focuses on the consulting, deployment, migration, implementation, and integration services involving SUSE services and offerings and/or SUSE One Partner Solution Stacks as authorized by SUSE. This specialization is revenue generating and open to all partner types. Eligibility for bi-directional subcontracting opportunities exist.

**TRAIN** **Replaces the former SUSE Training Partner Program**

With a broad array of Training Courses across all SUSE Technologies, the goal of TRAIN is to create a mutually beneficial partnership that will deliver world classing training to enable customer success. We feature a tiered program and engage with you at a level that makes sense for your business. This specialization focuses on partners that will provide training services and offerings with SUSE and/or SUSE One Partner Solution Stacks. This is a revenue generating specialization open to all partner types who meet the requirements of this specialization and includes partners from the former Training Partner Program.

## Benefits and Requirements

<b>SILVER</b>	<p><i>Baseline – Available to all partners in the SUSE One Program</i></p> <p><b>Benefits</b>          Access to the SUSE One Partner Portal &amp; Partner Help Desk          SUSE One Partner Program Logo (Silver)          SUSE One Partnership Certificate (Silver)          Free online access to SUSE Product Sales (SSS) and Technical Sales Training (STSS)          Access to SUSE Product announcements and relevant communications          Access to SUSE Products/Services - Corporate Price List          Limited Partner Use Software (NFR) Software          Co-branded SUSE Product collateral and proposal sheets</p> <p><b>Requirements</b>          A validated organization in good business standing          Registration online and acceptance of SUSE Partner Program Agreement</p>
<b>GOLD</b>	<p><i>All of the above + the below:</i></p> <p><b>Benefits</b>          SUSE One Partner Program Logo and Specialization designation (Gold)          SUSE One Partnership Certificate (Gold)          Listing in the SUSE Partner Locator          Free online access to SUSE Technical Expert training (includes SUSE Academies)          Access to SUSE One Partner Solution Stacks          Access to SUSE Technical Support based by specialization          Partner Use Software (NFR) Software**          Invites/passes to SUSECON and Partner Summit  <b>SELL:</b> Deal Registration/Protection – Gold level (up to 12%)  <b>SELL:</b> 30-pack Technical Support tickets based on product solution area certification  <b>SELL/BUILD:</b> Access to partner sales coverage  <b>SELL/BUILD:</b> Access to Presales technical resources  <b>BUILD:</b> Access to the IHVISV/OEM Price List  <b>MANAGE:</b> Access to the Cloud Services Price List  <b>MANAGE:</b> 5-pack Technical Support tickets for new partners  <b>TRAIN:</b> Access to eKit Courseware  <b>TRAIN:</b> Ability to resell SUSE Training Credits</p> <p><b>Requirements</b>          Successful completion of at least one SUSE Product Sales (SSS) certification          Successful completion of at least one SUSE Technical Sales Training (STSS) <b>OR</b>              successful completion of one Technical Expert Certification (SCA/SCE/FA)          Recent Technical Expert Certifications (two years or less) – validated regularly  <b>BUILD:</b> Completion/acceptance of SUSE IHVISV Program Agreement  <b>BUILD:</b> Must provide L1-L2 technical support to end customers  <b>MANAGE:</b> Completion/acceptance of SUSE One Partner MANAGE (CSP) Program Agreement and              CSP Schedule  <b>MANAGE:</b> Must provide L1-L2 technical support to end customers  <b>TRAIN:</b> Completion/acceptance of SUSE One Partner TRAIN (Training Partner) Agreement/Appendix  <b>TRAIN:</b> Must have a minimum of two SUSE Certified Instructors  <b>TRAIN:</b> More requirements may be needed. Consult the TRAIN program guide for more information</p>

## PLATINUM

*All of the above + the below:*

#### Benefits

SUSE One Partner Program Logo and Specialization designation (Platinum)  
 SUSE One Partnership Certificate (Platinum)  
 Joint business planning with regular business reviews  
 Partner Advisory Board (by invitation only)  
 Access to additional technical support (Platinum Level)  
 Access to PM/Engineering Resources (Workshops/Roadmap alignment)  
**SELL:** Deal Registration/Protection – Platinum Level (up to 20%)  
**SELL:** 60-pack Technical Support tickets based on product solution area certification  
**SELL/BUILD:** Assigned Partner Executive coverage  
**SELL/BUILD:** Access to Presales technical resources  
**SELL/BUILD:** Access to Solution Architecture support  
**BUILD:** Access to personalized/customized training  
**BUILD:** MDF (by invitation only; plans for future expansion)  
**BUILD:** May qualify for Premium Support/IHVISV Services Benefits  
**MANAGE:** 30-pack Technical Support tickets for new partners  
**TRAIN:** Ability to resell Training credits

#### Requirements

Successful completion of at least four SUSE Product Sales (SSS) certifications  
 Successful completion of at least two SUSE Technical Sales (STSS) certifications **AND**  
 successful completion of at least two technical certifications  
 Approved business plan and revenue commits  
**SELL:** At least two Individual(s) with technical certifications (two total certs minimum)  
**BUILD:** May have to achieve at least \$1m annual revenue for some benefits  
**TRAIN:** Must have a minimum of three SUSE Certified Instructors  
**TRAIN:** Must be able to deliver content via Virtual/eLearning

*\* NOTE: any/all benefits and/or requirements are subject to change at any time.*

*\*\* Most partners use between 5-20 instances. If you anticipate needing more, please contact us to discuss for approval*

### Partner Use Software (includes Internal Use and Not-For-Resale Software)

Any use of SUSE software made available to Partners is subject to the terms and conditions in the SUSE Partner Agreement as well as the SUSE Terms & Conditions and SUSE application End-User License Agreements. The Partner Use Software products are made available AS IS with no warranty. SUSE is not obligated to provide any technical support to Partner for use of Partner Use Software. Any misuse or use of partner use software product provided for profit/gain or production use is unacceptable and would be considered as cause for termination of the partner's participation in SUSE's partner program and rights to use said software provided by the program.

## Partner Progression – Why move up the Tiers?

### Partnering with SUSE can be rewarding and can help your business grow!

New partners enter at the Silver tier and can specialize in one or more of the areas of interest. Once you move into any of the Specializations, you enter at the Gold tier and start accessing additional benefits.

SUSE introduced the SUSE One Partner Specializations (INNOVATE, BUILD, SELL, MANAGE, SERVICE, and TRAIN) in September 2020. Partners wishing to gain greater benefits and/or grow their business into a new Specialization must meet the requirements for each specialization. Please check the Benefits and Requirements table on the previous page to understand how you can move up the tiers for the different specializations and/or participate in other specializations.

## Some Highlights

### SUSE One Partner Program Certificate

Obtain your SUSE One Partner Program Certificate directly from the [SUSE One Partner Platform](#).

### SUSE One Partner Locator

The SUSE One Partner Locator helps customers locate any/all SUSE One Partners by location or country and/or by their Partner type or designation (e.g. INNOVATE, BUILD, SELL, SERVICE, MANAGE, TRAIN).

NOTE: SUSE will be updating the Partner Locator in the future to highlight Gold and/or Platinum Partners as well as some other exciting new additional features.

### Free Product Training

#### **As a valued partner, we want you to be successful.**

You can access our free sales and pre-sales training on-demand, as well as collateral and even pre-sales technical enablement resources so you can get up to speed with SUSE products quickly and support our joint customers professionally. Look for the “Training” or “Skill Up” content on the SUSE One Partner Platform - <https://partner.suse.com>.

We suggest you also review the [SUSE Partner Courses and Certifications guide](#) for more information on the learning roadmaps according to your role.

SUSE provides Sales and Technical Sales training free of charge to all our SUSE One Partners (Silver, Gold, Platinum; all Specializations). SUSE One Gold and Platinum Partners also have access to our Technical Expert training (e.g., SCA, SCE, etc.) as well as the SUSE Academies.

### SUSE One Partner Solution Stacks

Have meaningful conversations with your customers on how SUSE works with their applications and environments with fully supported and validated SUSE One Partner Solution Stacks.

Each stack is driven by a customer use case and enables your customer to solve a critical challenge faced by their business today.

You'll find suggested like-for-like hardware, software, or cloud components (as appropriate) in each stack so you can propose a customized solution that best suits your customer's IT environment and buying preferences.

To make it easy for you to position each stack with your customers, we provide sales, marketing, and/or technical assets, which can be found on the Solution Stacks area on the [SUSE One Partner Platform](#). [Explore the stacks >](#)

We want to hear from you too – have a suggestion for a stack that you'd like us to build? [Send us your suggestion.](#)

## Partner Product Certification with SUSE Products/Offerings (INNOVATE Specialization)

SUSE Certifications span all kinds of partner products, software, hardware and combinations of these. Our Technology Partners have different needs in offering their customers assurance that their solutions are supported with SUSE software products. Each of these certification logos represents a specific type of support for customers delivered by the SUSE-partner relationship.

### SUSE Ready

The SUSE Ready logo tells customers that a software solution is commercially supported by the solution vendor when installed on, or when interfacing with, a specific SUSE product. The Ready program is available for SUSE Linux Enterprise, for SUSE Enterprise Storage and for SUSE CaaS Platform products.

The Ready program is a self-certification process for the software vendor that certifies that the vendor has performed the testing necessary to state that their solution functions properly with SUSE Products. The [certification process](#) is very straightforward. Partners who have questions about the program can contact the [Technology Partners](#) team.

SUSE Ready certifications are listed in the [SUSE Partner Software Catalog](#) as they apply to major versions of SUSE products. The Partner Software Catalog has product search fields and filters to help customers, partners and sales teams find partner products that meet their needs that are certified with SUSE software.

### SUSE YES Certification

The SUSE YES Certification logo tells customers that a hardware solution, most often a system, is compatible with SUSE software and is jointly supported by the hardware partner and by SUSE. This certification type covers both SUSE Linux Enterprise and SUSE Enterprise Storage. [It also covers both native hardware and virtual environments.](#)

SUSE strongly recommends that customers deploy hardware that is YES certified, using provided reference architectures, configurations, and published solution blueprints as these have been explicitly tested and are ideal for production deployments.

The YES program involves stringent compatibility testing that is run by the partner and validated by the SUSE Technology Partners team. To see more about the YES program, please check our [YES web site](#) and our [YES FAQ](#).

When a partner's YES testing has been accepted and the partner product is certified, it is listed in the [SUSE YES Certified Bulletins database](#). [This product listing is searchable by the hardware product\(s\) and the SUSE software involved in the certified solution.](#)

### SolidDriver Program

The SolidDriver program helps partners who have device drivers or other kernel code support engagement with SUSE support for their customers.

The Program leverages SUSE engineering expertise to create a set of standards that facilitate third parties to provide kernel drivers in a uniform, consistent, proven and compatible manner that gives end users ease and confidence in identifying, installing, and using them in their SUSE Linux Enterprise environments. It also works with other partner kernel modules to help partners manage

the level of assurance they want to give their customers for specific support situations and a contact for partner cooperation with SUSE support.

Learn more about the [SolidDriver Program](#)

There are several levels of engagement available to partners depending on the technical requirements of their kernel code and the support experience they want to facilitate for their customers. Partners can engage at the most basic level up to having SUSE personnel do their driver building and delivery for them. The [SolidDriver site](#) has additional information on the program and its options.

## Deal Registration (SELL Specialization / Gold and Platinum)

Launched in September 2020, the new SUSE One Deal Registration program gives SUSE One Gold and Platinum SELL (reseller) partners better value and predictability. Instead of a backend rebate, partners will receive a front end discount/protection (up to 12% for Gold partners, up to 20% for Platinum partners). We have also streamlined some of the backend processing and flow to reduce friction.

### How to submit a new Deal

1. Log into the [SUSE One Partner Platform](#)
2. Go to the “Deals” Menu on the main portal navigation menu and click on “Register Deal”
3. Fill in the Deal Registration Form:
  - a. Add in your customer details
  - b. Provide as much detail as possible about the Opportunity
  - c. Detail the products and values on the description field
  - d. Once completed, click on Submit

### Checking the Deal status

1. Log into the SUSE One Partner Platform
2. Go to the “Deals” Menu on the main portal navigation menu and click on “Deal Dashboard”

Upon review, your deal will be changed into an Opportunity and you will see it in the Approved tab

### Deal Registration Guidelines

Below you will find the guidelines and requirements to consider when submitting a deal registration opportunity. If you have any questions, please send them to the deal registration team ([dealregistration@suse.com](mailto:dealregistration@suse.com)).

#### Guidelines:

All Gold and Platinum SELL (Reseller) partners in good standing are eligible to participate in the Deal Registration program

Submissions are to be net new opportunities to SUSE

- Minimum deal size for submission is \$10,000  
(opportunities under \$10k may be considered on a case-by-case basis)
- All deal registrations go through an active approval process before the deal registration is confirmed; accepted with amendments; or rejected
- SUSE will make best efforts to respond to your submission within 72 business hours with a decision or request for additional information
- Only one partner will be approved and receive deal registration benefits
- In the case of duplicate submissions, the registration will be awarded to the first partner of submission which demonstrates value-add with the customer
- Registered deals will expire 180 days from the approval date; Partners may apply for an extension which is subject to approval
- Deal Registration benefits will only apply to opportunities transacted through distribution by the approved partner
- Renewals will be eligible for deal registrations from partners who registered the deal initially. Deal registration approval on renewals is not guaranteed.

**Exclusions:**

- License compliance/audit deals are excluded and ineligible
- Request for Proposal (RFP) and other bid requests are excluded from the general deal registration process but will be considered on a case-by-case basis
- Special Pricing Requests will be considered on a case-by-case basis
- Services, consulting, and training are all excluded from Deal Registration

*\* May not apply to all regions/countries. Any/all terms and conditions are subject to change.*

## Training and Certifications

### Training Overview

SUSE provides free on-demand sales, pre-sales and technical training for our business partners, so you can get up to speed with SUSE products quickly and sell, service, manage and support our joint customers professionally.

All on-demand courses for SUSE products are available via the SUSE One Partner Portal.

1. Log into the [SUSE One Partner Portal](#)
2. Go to the “Training” Menu on the main portal navigation menu and select your desired role (Sales, Pre-sales, Technical)

### Sales Training

SUSE Sales Specialist (SSS) courses get you ready to have a conversation with your customers on SUSE products. They cover the most important product knowledge including the business opportunity, value proposition, and selling approach guidance. These courses prepare you for the SUSE Sales Specialist certifications that count towards partner tiers in the SUSE ONE Partner Program.

Intermediate Sales Courses provide a deeper-dive, field knowledge and more advanced sales content that will help you become more effective at selling SUSE products in different scenarios.

### Pre-Sales Training

SUSE Technical Sales (STSS) courses provide an understanding of the technical benefits and technical architecture of SUSE Products. These courses are aimed at Pre-Sales Engineers and Technical Architects. These courses prepare you for the SUSE Technical Sales certifications that count towards partner tiers in the SUSE ONE Partner Program.

Additional Pre-Sales Resources: Technical presentations (deep dive, what’s new in latest version), pre-recorded demos, whiteboarding guidance on SUSE products.

### Technical Expert Training (Gold and Platinum)

The Technical Expert Training courses help to improve the skills of your team with hands-on, role-based exercises. They are focused on Deployment and Administration, and aimed at System Administrators, System Architects, Technology Consultants and Technical Support Specialists. The Technical Training courses lead to the SUSE Certified Administrator (SCA, SCA+) and SUSE Certified Engineer (SCE) certifications counting for Partner Tiers in the SUSE ONE Partner Program.

### SUSE Academies (Gold and Platinum)

The SUSE Academy offers an alternative course delivery format with a mix of self-directed learning with weekly assignments plus a weekly 1-hour webinar with an instructor. These courses are delivered at no charge over a multiple-week learning period. There is a free voucher to present the certification exam on successful course completion.

## OpenSAP

One of our partners, SAP, offers innovative learning for everyone on select SUSE products (including an Introduction to SUSE Linux Enterprise Server) via openSAP (<https://open.sap.com>).

It's free, expert-led, and made for you by SAP. Check it out.

## Other Training Resources

For a more detailed coverage of the available training and certification offerings, please review the [SUSE Partner Courses and Certifications Guide](#). This guide also provides advice and learning paths to better organize your efforts depending on your current skills and learning objectives.

For information on the objectives or details of a specific course or certification exam, please visit the official SUSE training pages at <https://training.suse.com/>

## SUSE Sales and Technical Certifications

### Certifications Overview

For a more detailed coverage of the available training and certification offerings, please review the [SUSE One Partner Courses and Certifications Guide](#).

<b>Engineer*</b> (Level 2 Technical)	SUSE Certified Engineer (SCE)		SUSE Certified Engineer (SCE) Coming Soon		
<b>Administrator**</b> or (Level 1 Technical)	SUSE Certified Administrator (SCA)	SCA+ (requires SCA in Enterprise Linux to be taken & passed first)	SUSE Certified Administrator (SCA)	SUSE Certified Administrator (SCA)	Foundational Assessment or SUSE Certified Administrator (SCA)
<b>Technical Sales</b> (Pre-Sales)	SUSE Technical Sales Specialist (STSS)	SUSE Technical Sales Specialist (STSS)	SUSE Technical Sales Specialist (STSS)	SUSE Technical Sales Specialist (STSS)	SUSE Technical Sales Specialist (STSS)
<b>Sales</b>	SUSE Sales Specialist (SSS)	SUSE Sales Specialist (SSS)	SUSE Sales Specialist (SSS)	SUSE Sales Specialist (SSS)	SUSE Sales Specialist (SSS)

\* Platinum level only  
\*\* Gold level only

## Why Certify?

1. **Helps you move up the SUSE One Partner Program.** Certifications will help your company move up the partner tiers to become a SUSE One Gold or Platinum Partner

2. **Certified individuals increase opportunities and contribute to growth.** You will be well positioned to spot new or upsell opportunities with your customers.
3. **Establish creditability for yourself and with your customers.** Your customers will confidently choose you to provide mission-critical computing, pain-free hybrid cloud solutions, storage for explosive data volumes and simplified IT infrastructure management.
4. **Become your customers trusted expert on Enterprise Linux/open source products.** Troubleshoot your customers' problems with confidence and ease. Your customers will thank you for minimizing downtime and disruption to their business.
5. **Prove you're at the top of your game around Enterprise Linux and open source solutions.** You always knew you had the smartest team in the business; now you can provide it to everyone else.
6. **Instantly apply your knowledge.** Even while you are studying, you'll gain knowledge that can be applied to existing customer situations, which will increase on-the-job effectiveness and customer satisfaction.
7. **Be a speed demon and free up your time.** Now that you are a Linux and an open source solution expert, your troubleshooting will be done quicker and easier, so you will have more time to focus on other things, like having fun.
8. **Access technical support when you need it.** If you can't fix it, you can contact us for free. As a SUSE One Gold or Platinum Partner, you will receive 5, 30 or 60 service requests per annum, depending on your specialization.
9. **The green chameleon is cool. Enough said.** 

## Other Key Resources

### SUSE One Partner Portal

<https://partner.suse.com/English/>

Everything you want to know about the SUSE One Partner Program

### SUSE Product Documentation

All of SUSE's Product Documentation (including the release notes) is available online. Browse, select, and/or Search it all in one convenient location.

[Explore the documentation >](#)

### Best Practice Guides

The SUSE Best Practices are a series of documents that provide reliable technical information not covered with the SUSE product documentation and based on real-life installation and implementation experiences from subject matter experts.

[Explore the best practices documents>](#)

### SUSE Support Information and Knowledgebase

Access to information about SUSE Support and online access to our knowledgebase on Product Support, Subscription and Services as well as Patches and Updates across all SUSE products.

[Explore the support info and knowledgebase>](#)

### SUSE Forums

Contribute, collaborate, and change with other open source experts in the SUSE Forums.

[Explore the forums>](#)