



SUSE Select Services: Blended Services to Speed Deployment of Transformation Projects

The technology landscape is changing and your IT and DevOps teams are already stretched to the limit. Do you have the resources to embark on transformational projects, while still protecting and maintaining your core business operations? SUSE Select Services provides both a fast track for transformation projects along with 12 months of proactive maintenance and premium services.

SUSE Select Services at a Glance:

Fixed-cost, packaged offerings made up of implementation, consultation, premium services and knowledge transfer that:

- Jumpstart your implementation...
with consulting to help you quickly deploy your solution and knowledge transfer to ensure your staff has the skills they need.
- Keep your systems and solutions running smoothly...
with proactive maintenance and premium services.
- Meet changing business demands...
with access to our technical experts and customer advocates at your fingertips.

Fast Track to Innovation

SUSE Select Services are a set of premier services designed to get your business on the fast-track to digital transformation. Providing a unique blend of consulting, maintenance and knowledge transfer, SUSE Select Services ensures your solution is up and running in record time, and keeps it running smoothly. And, because no two customers are alike, they are offered in three different tiers—giving you the flexibility to choose the level of service that best meets your business needs. Regardless of the tier chosen, SUSE Select Services provides extraordinary value, built-in flexibility and are designed to develop a true trusted relationship with an expert who is dedicated to the success of your business.

CONSULTING AND KNOWLEDGE TRANSFER

Once you've made the smart choice with SUSE solutions, it's time to ensure that you successfully implement those solutions. That's why SUSE Select Services include access to a technical expert that helps you quickly deploy your solutions. This technical expert will bring best practices and product expertise to ensure a successful deployment that is tailored to your specific infrastructure and designed to meet your business needs.

Want to bring your team up to speed on new, key technologies? SUSE Select Services provides for knowledge transfer from your SUSE technical professional. Optionally,

your SUSE consultant can arrange training classes for your team with a SUSE specialized technical training partner.

SUPPORT AND ADVOCACY

Now that your solutions are deployed, you need to keep them running smoothly. SUSE Select Services provides access to named premium engineers, backed by the entire SUSE technical support organization. Your premium engineer will provide proactive support, monitoring, and maintenance checks ensuring that your solutions continue to run without business disruption.

In addition to providing direct access to a named premium engineer, SUSE Select Services provides direct access to a named service delivery manager. The service delivery manager will act as an advocate for your business and provide personalized account management. Your service delivery manager will develop a close working relationship with you, coordinate the efforts of services personnel on behalf of your business and will facilitate the shortest possible resolution times for any technical issues. And because your service delivery manager is intimately familiar with your business, they are the perfect resource to help you proactively plan for future technology projects.

The combination of a premium engineer and a service delivery manager means that you will always have a point of contact for all your services inquiries.

HEALTH AND MAINTENANCE

Nothing changes faster than software. That's why SUSE Select Services includes proactive maintenance and scheduled health checks.

As part of the offering, you will enjoy proactive maintenance for your SUSE solutions. Your named technical expert will

check quarterly for any necessary patches and apply them as needed, ensuring that your solutions are always current.

You will also be entitled to scheduled health checks. A health check is a formal review and analysis of your IT systems and environment with a keen eye on keeping your systems optimized. The result of the health check is an in-depth report offering detailed technical recommendations tailored specifically for your business. The report can also include recommendations for enhancements, upgrades, or new directions for your business.

SERVICES TAILORED FOR TODAY'S BUSINESS

SUSE Select Services were designed with your business in mind. With the ever-changing pace of business, you need a partner you can trust with the expertise you need.

Whether you are running a small business or manage operations for a large international enterprise, SUSE Select Services will fast track your transformation projects without requiring the time or skill of in-house resources. Get the ultimate in flexibility and value, while developing a true trusted relationship with an expert who is dedicated to the success of your business.

“We received excellent support from the local SUSE consultants during the initial deployment—and if we ever have problems, they respond to our support requests within 45 minutes.”

SUNIL SHAHAPURKARIT,

Manager and SAP Project Manager
Rusan Pharma

SUSE Select Services provide extraordinary value, built-in flexibility and are designed to develop a true trusted relationship with experts who are committed to the success of your business.

SUSE SELECT SERVICES AT A GLANCE

SUSE Select Services/Tiers	★	★★	★★★
Direct Access	15 SRs per year	30 SRs per year	75 SRs per year
Response Times	1 Hour	45 Minutes	30 Minutes
Hours of Access	8 x 5 business hours	8 x 5 business hours	8x5 business hours
Health Check/Patch Updates	Annual/Quarterly	Quarterly/Quarterly	Monthly/Quarterly
On-Site Support Days	0	Up to 2 days/year	Up to 4 days/year
Consulting	5 Days	10 Days	20 Days
Service Delivery Manager	No	Yes	Yes