



# SUSE Premium Support Services: Personalized Services to Meet the Needs of the Digital Economy

Your digital business needs to always be on because your customers are always on. Downtime is simply not an option. That's why SUSE Global Services offers Premium Support Services. Our "white glove" service gives you direct access to a named technical professional and service delivery manager. Optimize your infrastructure and keep your business moving with Premium Support Services.

## Premium Support Services at a Glance:

Premium Support Services is a 12-month, fixed-cost tiered offering. It provides a number of benefits that are delivered directly to you by a named premium engineer and service delivery manager. Your premium team will:

- **Deliver faster time to value...**  
by ensuring that your SUSE solutions are optimized for your specific business objectives.
- **Ensure business continuity...**  
with proactive maintenance and monitoring of your specific systems
- **Help you meet changing business demands...**  
with flexible and cost-effective offerings, providing the level of service you need and access to named service delivery managers who will keep you abreast of technology trends.

## Complete Services from Named Experts

The pace of business is constantly making new demands on your IT department, and sometimes those demands can seem crippling. After all, how do you meet new business demands while still maintaining existing systems, preventing security breaches and avoiding downtime—that is, maintaining and protecting your core business systems? You need SUSE Premium Support Services.

Premium Support Services extends and expands your SUSE subscription by providing direct access to named, trusted experts who know your business. Your premium team will provide the amount of services you need to help transform your business, without crippling your IT staff.

## Tailored to Your Business

Having Premium Support Services in place means that you are never alone. You have direct access to a named premium team who knows your business, your specific environment and your team.

Because this is a tiered offering, you determine the level that best meets your business needs and budget.

- **Silver** is the entry-level option, tailored for organizations that need only limited assistance.
- **Gold** is an excellent balance of cost and value. It is designed for enterprises that want to establish a deeper relationship with their premium team.
- **Platinum** is designed for organizations that require the highest level of dedication. At the platinum tier, your premium engineer is 100% dedicated to your business.

Tiers at a Glance

SUSE Premium Support Services and Tiers	Silver	Gold	Platinum
Named Engineer (hours per year) / Service Requests (number per year)*	180 / 30	500 / 150	Exclusive / Unlimited
Service Delivery Manager	✓	✓	✓
After Hours Access to Premium Team	✗	✓	✓
Initial Response Times	60	30	15
On-Site Days	✗	4/year	4/week
Scheduled Standby Hours**	✗	16	16
Service Reviews (Per year)	2	4	12

\* Up to the number of hours allotted or up to the number of service requests allocated.  
 \*\* Scheduled Standby is for preplanned critical after hours support per year; scheduled 2-weeks in advance; used in 4-hour blocks.

All three tiers provide extraordinary value and unparalleled access to a team of experts who are committed to the success of your business.

**Named Technical Experts**

Premium Support Services provides direct access to a named, highly experienced expert who will know you and your business needs, and will work closely with your IT staff. Your premium engineer is assigned based on their product knowledge and your business need, and will:

- Work closely with your in-house team, getting to know them and getting a deeper understanding of your IT infrastructure
- Be proactive in helping you get the most from your investment
- Help you plan for and support infrastructure changes and avoid technical problems
- Respond quickly to help design appropriate solutions to solve even the toughest issues
- Help you avoid downtime, minimizing costs and business disruption

Subscribing to a premium support services offering entitles you to **up to** the number of hours allocated **or up to** the number of premium support service requests allotted. All benefits expire at the end of 12 months.

**“To ensure seamless transitions to a software-defined infrastructure, enterprises should fortify their strategy by seeking guidance and support from a strong open source partner with a services arm.”**

**451 GROUP**  
2018

**Proactive Business Champions**

Your service delivery manager is your champion and will ensure that you experience a high satisfaction level with our services, support and products.

You will develop a close working relationship with your service delivery manager. They will coordinate the services personnel on behalf of your business and will facilitate the shortest possible resolution path for your service requests.

“Throughout the rollout of SUSE Linux Enterprise Server, our Premium Support Services contract meant that our team could depend on expert, dedicated support through a single premium engineer at SUSE,” said Daniel Kirkwood. “We have an excellent rapport with the whole SUSE team, and never hesitate to pick up the phone when we needed help.”

**DANIEL KIRKWOOD**  
Director Global Hosting Infrastructure and Operations  
Adient

Your service delivery manager will:

- Manage your overall customer satisfaction
- Project manage any escalated services issues
- Provide you with product and services options to drive efficient productivity
- Facilitate customer service reviews

Regular meetings will be scheduled to give you the opportunity to develop a personal relationship, review your services history, discuss any challenges, provide recommendations for process improvements, and plan for future technology projects. Our goal is to help you stay ahead of your competition.

#### Help When and How You Need It

From rapid response times to on-site and after-hours services to scheduled standby, your premium team provides you with help when and how you need it.

#### Response Times

A recent study showed unplanned downtime can cost your business up to \$5,600 per minute! Having a direct access to a named technical expert when you run into issues can literally save your business hundreds of thousands of dollars a year. With rapid response times as little as 15 minutes, your premium team is just a phone call away.

#### On-Site Days

Sometimes a phone call or chat won't do; sometimes you need your premium engineer to bring their expertise to your location.

On-site days provide an avenue for knowledge transfer and the ability to share best practices. Working on-site also enables your premium engineer to quickly and efficiently solve future problems, lower IT costs and heighten productivity.

#### After-Hours Support

Mission critical applications are not on a nine to five schedule. With a Premium Support Services plan in place, you are not alone. If your issue impacts your use of mission-critical software in a production environment,\* you can now contact the premium team 24x7x365. The premium team is made up of Level 2 and Level 3 experts. For issues that don't impact your mission critical production software, you can always contact our exceptional global technical support team, and they will be happy to assist you.

#### Scheduled Standby

Implementing a new solution can be a high-stress operation. You want to ensure that you have the right team in place in case you run into issues. With scheduled standby, you will have access to a premium engineer that is already familiar with your environment should you need immediate assistance. This will save you time, allow you to make system changes with confidence and give you the peace of mind that you deserve.

Premium Support Services is the ultimate “white glove” service offering from SUSE Global Services. With a Premium Support Services plan in place, you will continually optimize your infrastructure—turning traditional systems into engines of innovation.

\* A mission-critical issue is defined as a problem where the affected operation is in production and is mission critical to the business. The product is inoperable and the situation is resulting in a total disruption of work. There is no workaround available