

The SUSE Support Journey Step by Step

SUSE Support provides transparent, follow-the-sun, personalized service from the leaders in open source. Being backed by SUSE Support means your business will always have a relationship with a SUSE team that is dedicated to providing you with business value and customer satisfaction.

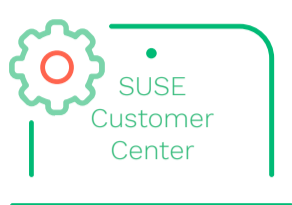
1



When you have an issue and need support, rest assured the [SUSE Support website](#) and the [SUSE Customer Center](#) are your portal to world-class support and quality technical engagement.



2



First, review our extensive resources for the solution:
Search the [SUSE Knowledgebase](#), a deep resource of guides and known solutions.
Participate in [SUSE's Support Forums](#), recognized by customers as the best in the Linux industry.
And check [patch notifications](#) to keep your products current, optimized, and secure.



3



If you don't find the solution, create a service request in the SUSE Customer Center.
SUSE has a local support team available live 24x7! Submit a support incident, or contact us via phone or chat.
In the event of a critical (Severity Level 1) outage, we recommend you contact SUSE support on the web and call your local support line right away.



4



SUSE responds quickly, in line with the SUSE Support service level included in your product. Our response times are based on the Severity Level of your problem.

For SUSE Priority Subscription customers facing a critical issue, we guarantee that we will respond and start working on a solution within 60 minutes.



5



You can monitor the resolution of your support case using the SUSE Customer Center. Our support personnel are fully dedicated to solving your issue and will not rest until you are satisfied.

Our Focus on Customer Satisfaction

90%

of customers are satisfied with their SUSE Customer Support Engineer

2/3

of customers give SUSE Customer Support Engineers a perfect score

10+

years tenure of a SUSE Support Engineer, on average

Excellent Support Service

“ The SUSE support is second to none — thanks to the close collaboration between SUSE, SAP and IBM, we get quick and comprehensive responses from the support team and can keep our systems running reliably. ”

VOLKER FISCHER | Senior Manager Server Services | Bosch Group



Always on:
We offer 24x7, localized support. Or, connect online through forums, articles and documentation.



Experienced:
Our support engineers have deep technical expertise built on SUSE's 28-year history.



Treat you like family:
We truly care about your success. Our number one goal is to help you through any problem you encounter.

Ready to Start?

Review how to [access and engage with SUSE technical support](#)

Refer to the [SUSE Customer Support Quick Reference Guide](#)

Contact us

We pride ourselves on being very responsive and adaptable to your needs. So, **contact your SUSE representative** and learn for yourself.

