



SUSE Global Services: Your Trusted Partner on Your IT Journey

You are on a journey—you need to transform your IT infrastructure to keep pace with the digital economy. Your business depends on this IT transformation to meet the needs of your customers and to stay ahead of your competition. But there are barriers—barriers that include finding the right skills, having enough time and overextending your current resources. How do you make sure your journey is successful and achieves the outcomes that your business requires? The answer is SUSE® Global Services.

SUSE Global Services at a glance:

Your trusted partner to help simplify, accelerate and modernize your organization. Our packaged offerings are designed to:

- + Discover the right open source solutions to achieve business outcomes
- + Design solutions that will speed implementation
- + Jump-start deployment of solutions to realize rapid ROI
- + Optimize solutions through direct relationships with SUSE professionals
- Service Offerings:
- SUSE Discovery Services
- SUSE Assist: Design Services
- SUSE Assist: Deployment Services
- SUSE Start
- SUSE Select Services
- SUSE Assist: Optimization Services
- SUSE Premium Support Services

SUSE Global Services: Flexible Offerings for Every Business

SUSE solutions will transform your IT infrastructure to get you from where you are to where you want to go. But do you have the right skill sets on your successful and keep your business critical applications running smoothly?

SUSE Global Services is your answer. Whether it's determining the open source solutions that will give you the right business outcomes or providing services that will optimize your existing infrastructure, our product, technical and business experts will help you:

- **Reach your desired business outcomes.**

You know your starting point and you know your desired outcome, but do you have a roadmap to get there? SUSE Global Services will help you evaluate your existing processes and infrastructure, develop a structured approach and provide a roadmap for your IT transformation projects.

- **Solve complex challenges with the right business solutions.** The product and technology landscape can be overwhelming—from AI to machine learning, cloud to storage, and containers to Kubernetes. How do you make sense of it all to meet your objectives? SUSE Global Services will help you navigate this landscape by sharing our broad knowledge of best practices and technical expertise.

- **Minimize downtime, maintain security and avoid business disruption.** Your business can't stop while you are moving forward. When you work with SUSE Global Services, your staff can continue to maintain your existing systems and handle daily operations. SUSE Global Services will ease the bumps of IT transformation by providing implementation expertise, proactive maintenance and dedicated support relationships.

- **Address any skills gaps.** Ninety-five percent of enterprises say a software-defined infrastructure is the future, but 72 percent are concerned about the lack of skills within their own organization. How do you achieve the outcomes your business needs? SUSE Global Services helps to alleviate the skill gaps and gets you where you want to go by providing flexible offerings that map to every stage of your IT transformation project.
- **Stay ahead of your competition.** Nothing changes faster than software. Having a direct relationship with SUSE Global Services will provide you with insight into emerging technology and trends.

The SUSE Global Services Customer Journey

The SUSE Global Services Customer Journey consists of simple, targeted offerings that map to every phase of your digital transformation projects—from design through optimization. These offerings are designed to help you get your SUSE solutions up and running quickly, providing a rapid return on investment.

Discovering the right open source solutions

Start every project in the Discover phase, where our consultants will help you align your business and IT objectives.

With **SUSE Discovery Services**, you will identify open source solutions that will meet your business strategy and objectives and create a high-level roadmap to get you from where you are today to where you want to be.

Design a solution that is easily deployed

Continue your project in the **Design** phase. With **SUSE Assist: Design Services**, you will work hand in hand with SUSE consultants to determine how to implement and integrate your SUSE solutions with your current infrastructure.

“The key to this successful project with SUSE was the ease of initial deployment and scalability in case of additional node installation. Coupled with the flexible, proactive attitude of the SUSE team, this helped get our Kubernetes environment up and running quickly.”

ANTONIO ETTORRE
IT Manager
7Pixel

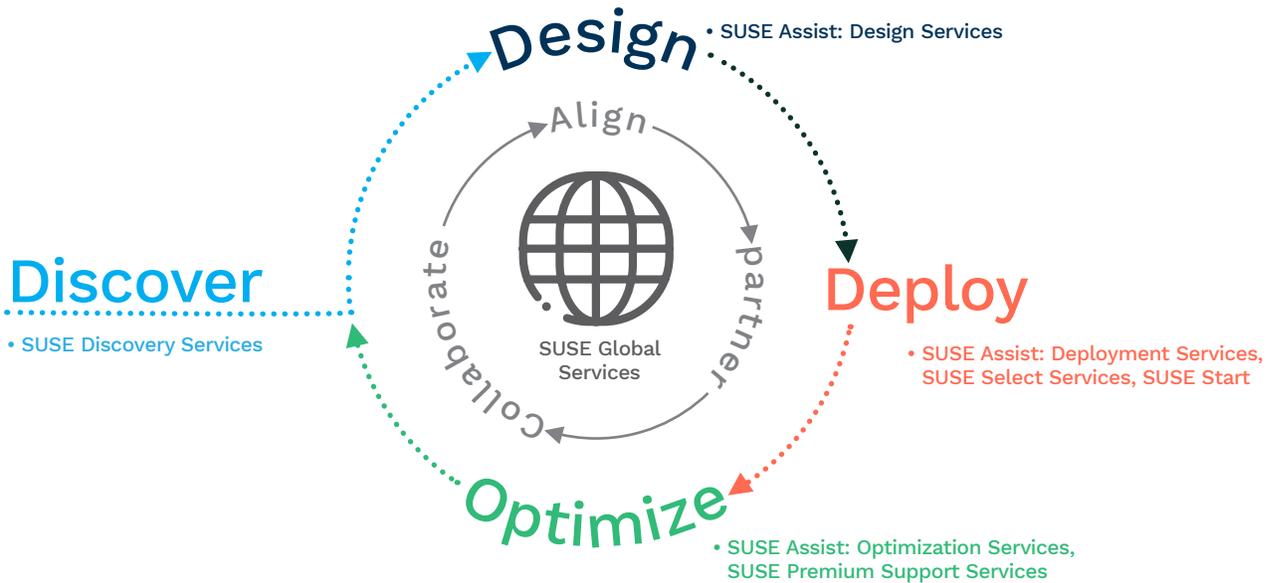


Figure 1. The SUSE Global Services Customer Journey.

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Partnering with SUSE Global Services during the Design phase will accelerate implementation and help you avoid unnecessary pitfalls during deployment.

Deploy a solution with the right experts

Now that you have your high-level design document, you are ready for the **Deploy** phase: implementation and integration of your SUSE solution into your infrastructure.

SUSE has deployment offerings for every business to ensure successful implementation and help you realize rapid ROI:

- **SUSE Assist: Deployment Services** lets you supplement your team with product and solution experts. Implement new solutions or expand your SUSE solutions with confidence using Deployment Services.
- **SUSE Start** ensures rapid and stress-free implementation and configuration of SUSE Solutions. A two-week engagement, SUSE Start is perfect for small, self contained projects or a pilot implementation.
- **SUSE Select Services** provides both implementation and premium support services. Jump-start your implementation of application delivery and software defined infrastructure solutions.

Then, continue to receive proactive maintenance and support from premium engineers who know you, your team and your infrastructure. And, because SUSE Select Services is available in three tiers, you can choose the level of service that best meets your business needs.

Optimize your solution and stay

on top of technology trends Because implementation is never really the end, SUSE Global Services offers several packaged services for the Optimize phase. During the **Optimize** phase of the project, we provide two offerings that are designed to ensure that your solutions continue to meet your business needs.

- **SUSE Assist: Optimization Services** are ideal for when you are ready to optimize your infrastructure via technical health checks, fine-tuning solutions to meet new business demands or integrating new solutions. Optimization Services ensures that you continue to deliver high quality IT services.
- **SUSE Premium Support Services** is a 12-month personalized support service, giving you direct, named access to a SUSE professional who will help to optimize your IT infrastructure by easing the bumps of management and maintenance. With three tiers, you can get the exact support experience your business needs. With Premium Support Services, you also get access to a SUSE professional who will keep you abreast of new solutions and technology trends.

With the SUSE Global Services Customer Journey, you can continue to optimize your infrastructure. SUSE Global Services will partner with you to find the right, innovative SUSE solutions so that you can deliver improved customer satisfaction and speed time to value.

“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.”

DANIEL KIRKWOOD
Director of Global Hosting
Infrastructure and Operations
Adient

The SUSE Global Services Customer Journey is made up of simple, targeted services offerings that provide specific deliverables for successful business outcomes.