



# SUSE Global Services

## Service Credits

Service credits provide the ultimate in flexibility. Buy today and use them tomorrow for training, consulting, or premium support services.

### Service Credits at a glance:

Service Credits are the flexible way for you to defer your services needs at today's cost. Ensure your team always has access to the help they need when they need it. And because SUSE recognizes that needs change during the year, you can redeem credits for:

- Consulting Services
  - Training Services
  - Selected Premium Support Services benefits
- 
- Product:
  - + Service Credits

### SUSE Service Credits

PROVIDING ULTIMATE FLEXIBILITY FOR TRAINING, CONSULTING, AND PREMIUM SUPPORT SERVICE NEEDS.

#### Overview of SUSE Service Credits

SUSE Service Credits are prepaid credits that can be redeemed for your choice of consulting services, training services or premium support services. Buying Service Credits provides you with the ultimate flexibility – letting you tap into additional resources when and how you need them.

You can purchase Service Credits when you buy a SUSE Subscription, or they can be a standalone purchase. Having Service Credits on hand allows you to:

- Leverage budget cycles and streamline buying process
- Buy services today and use later
- Choose the services offering that you need at the time you need it

“I would like to express my huge gratitude to your team for helping us throughout the recent engagement. Without your help, it would not be possible to achieve what we have now. The solution is fully operational and is doing exactly what we expected. Thank you.”

**Large Financial Institution**  
North America

Our long-standing, trusted relationships which we have with our customers allows us map Service Credits to their specific business needs and goals. Service Credits can be used to provide our customers with design, configuration, implementation and migration as well as being used for training services and premium support. All of this is provided by our subject matter experts who apply their advanced knowledge for our customers. Service Credits provides our customers with the flexibility to ensure they realize fast value for their SUSE investment.

**Kenny Stewart**  
Vice President  
SUSE Global Services

**Defer Decisions at Today’s Cost**

In a recent SUSE survey, 66% of respondents indicated that hybrid cloud represents the future of the data center and 62% said that migrating workloads from public to private clouds is difficult. However, in that same survey, 45% of IT leaders said that lack of skills in hybrid cloud was making it difficult for them to advance and stay competitive.

Enter the world of Service Credits. Having a bank of Service Credits available to your team means you can augment or build up your skills on your schedule. Because you can use Service Credits at any time during the year, you are reducing future budgetary constraints and eliminating lengthy purchase order processes. Service Credits are simply there to use when you need them.

**Redeem Service Credits to Meet Your Needs**

SUSE Service Credits are not only convenient, but they also provide you the ultimate in flexibility. Use Service Credits for:

- Training Services
- Consulting Services
- Selected Premium Support Services benefits

And because you have one year from date of purchase to redeem your credits, you can buy them today and defer your decision on when and how to best use them. Service Credits will be sold in packs of 250, 500 and 1000, according to this table:

Bonus credits are applied to packages of 500 and above.

Bundle	Bonus Credits	Savings
250 Pack	0	0%
500 Pack	50	10%
1000 Pack	200	20%

Some common redemption example includes:

- Private Training
- A full week of onsite consulting for skills augmentation or knowledge transfer
- Additional onsite days for consulting or knowledge transfer.

Working with your Service Delivery Manager, you will best map out your journey for using your Service Credits.

For more information, please visit [www.suse.com/services/](http://www.suse.com/services/)