

Support, Updates and More: Your SUSE® Linux Enterprise Subscription

All the advantages of a Linux* operating system are even better when you add the full power of Novell®. A SUSE® Linux Enterprise subscription gives you access to industry recognized support and services and the latest product versions at no extra cost. You'll get updates and patches, world-class support, service all within a flexible subscription pricing model—an unparalleled combination to get your IT and people working as one.

Update With Confidence through a SUSE Linux Enterprise Subscription

A SUSE Linux Enterprise subscription ensures that you have access to the most comprehensive support and to the newest functionality for the best-engineered Linux platform for business computing. You also receive the assurance that your Linux operating system will fully support the latest products and developments from leading hardware and software vendors. And if that is not enough, you will receive upgrades, bug fixes and security patches throughout the term of your subscription. Your subscription not only includes software, but it also delivers the following high-level benefits:

- Access to award-winning, global support and services from Novell
- Flexibility in support offerings: from electronic or telephone support, to on-site, dedicated support professionals
- Immediate delivery of innovative and quality-assured maintenance updates, service pack releases, and security and bug fixes
- Defined upgrade path to new versions of the SUSE Linux Enterprise family of products and opportunities to participate in new beta product testing
- Access to updates via Novell Customer Center, guaranteeing you access to the newest functionality and the best hardware support
- Entitlement to the Subscription Management Tool for SUSE Linux Enterprise, allowing you to effectively track server registrations and manage subscriptions
- Protection under the Novell Technology Assurance Program, which includes some of the most extensive intellectual property (IP) coverage in the industry
- Access to an extensive ecosystem of strategic alliance partners, resellers and distributors

■ Solutions:

Desktop to Data Center Linux

■ Products:

Entire SUSE Linux Enterprise product family



“Novell knows how to support a company like ours that is large and geographically dispersed. It is critical for us to have a vendor who can provide enterprise-wide support.”

Tim Toews

Senior Vice President and CIO
Office Depot



Novell is the only Linux vendor to receive Support Center Practices Certification, an internationally recognized standard developed by the Service and Support Professionals Association and a consortium of IT companies.

No other Linux platform is as easy to deploy, configure and maintain as SUSE Linux Enterprise.

- Assurance of hardware and software certifications during entire product lifecycle through ongoing maintenance and updates
- Flexible, tiered pricing tailored to the size of your SUSE Linux Enterprise deployment

The Best Platform for Mission-critical Workloads across the Enterprise

SUSE Linux Enterprise is designed to support the most important workloads in your organization. It delivers UNIX-like performance and reliability at commodity hardware prices, and has been rigorously tested in the labs of leading hardware and software vendors where its performance, security and scalability have been validated. SUSE Linux Enterprise is backed by a lifecycle guarantee so that enterprises can predictably plan their IT infrastructure strategies. During the period of your subscription, you can access all security patches and bug fixes through Novell Customer Center, a unique software patch and update service.

Powerful Management, Flexibility and Compliance

No other Linux platform is as easy to deploy, configure and maintain as SUSE Linux Enterprise. It includes a market-leading set of integrated systems-management features, including the award-winning YaST graphical set-up and configuration tool and a subscription to Novell Customer Center. Additionally, your subscription entitles you to receive the Subscription Management Tool for SUSE

Linux Enterprise. It allows you to accurately register and manage your entire deployment, ensuring the subscription compliance and secure process flow that your IT organization requires. Finally, a SUSE Linux Enterprise subscription means you can deploy any supported release including future upgrades and you can confidently deploy its solutions across your entire organization.

Industry-leading Support

Your SUSE Linux Enterprise subscription is also backed by world-class Novell Technical Support. Novell is the only Linux vendor to receive Support Center Practices Certification, an internationally recognized standard developed by the Service and Support Professionals Association and a consortium of IT companies. The award-winning Novell support team has a proven track record of excellence and global reach, including 11 major global support centers, with more than 700 Linux-trained engineers providing 24x7x365 service. Additionally, your active subscription allows you to receive support from Novell partners if you purchased SUSE Linux Enterprise through members of our extensive ecosystem.

Flexible Subscription-based Pricing

SUSE Linux Enterprise changes the way you think about buying software. You'll find you're no longer tied to costly licensing fees. Instead, you buy what matters: a subscription for the updates and services that help you run your business. How did this happen? We listened to you when you told us that you want more options, lower prices and simpler pricing models. To meet your needs, we combined the value of Linux with the enterprise-grade expertise we've been perfecting at Novell for more than 20 years. The result? SUSE Linux Enterprise, which includes SUSE Linux Enterprise Server for your data center and SUSE Linux Enterprise Desktop for your desktops.

SUSE Linux Enterprise Server

SUSE Linux Enterprise Server is an enterprise-quality server designed to handle mission-critical workloads in the data center. Only SUSE Linux Enterprise Server offers an

open, scalable, high-performance data center solution that comes with application security, virtualization and integrated systems management across a full range of hardware architectures.

See the following tables for SUSE Linux Enterprise Server subscription retail prices in U.S. dollars:

Running on x86, AMD64, EM64T, Itanium* and IBM* Power* Architectures

Subscription Period Per Server	Basic (VLA Customers Only)	Standard	Priority
One Year	\$349	\$799	\$1,499
Three Year	\$940	\$2,160	\$4,050

Running on zSeries* Machines

Subscription Period Per Integrated Facility for Linux (IFL)	Basic (VLA Customers Only)	Standard	Priority
One Year	\$11,999	\$15,000	\$18,000
Three Year	\$32,400	\$40,500	\$48,600

- A Basic subscription includes updates and security fixes, plus 30 days of Web-based installation, basic configuration support and 12x5 support with two business day response time
- A Standard subscription includes Product Maintenance and Updates throughout the subscription period, Fixes, 12x5 unlimited telephone and electronic support with four-hour response, and First Look Training which provides early previews to key features for upcoming product releases.
- A Priority subscription includes Product Maintenance and Updates throughout the subscription period, Fixes, 24x7 unlimited telephone and electronic support with four-hour response, and First Look Training which provides early previews to key features for upcoming product releases.
- Multi-core and hyperthreading processors: No extra subscriptions are required to deploy SUSE Linux Enterprise Server on multi-core or hyperthreading processors.
- Virtual images: No extra subscriptions are required to deploy SUSE Linux Enterprise Server virtual images on hardware partitions or on top of a host system running SUSE Linux Enterprise Server.
- High Availability: No extra subscriptions are required to deploy Clustering and Cluster file system for High Availability
- YaST: No extra subscriptions are required to utilize the YaST graphical set-up and configuration tool
- Subscription Management Tool for SUSE Linux Enterprise: No extra subscriptions are required to download this package proxy system which ensures firewall compliance during the software update process and facilitates automated tracking of subscription entitlements.

SUSE Linux Enterprise Desktop

SUSE Linux Enterprise Desktop is the market's only enterprise-quality Linux desktop that's ready for routine business use. Developed

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SUSE Linux Enterprise Desktop is the market's only enterprise-quality Linux desktop that's ready for routine business

“Having the right level of support is vital, and when you consider the various Linux distributions on the market, there is really only one that can be taken seriously for enterprise-scale deployments: SUSE Linux Enterprise.”

Anton Spitzer

Head of Infrastructure Services
Porsche Informatik

www.novell.com

and backed by Novell, SUSE Linux Enterprise Desktop provides market-leading usability, seamless interoperability with existing enterprise computer systems and dozens

of essential office applications. With SUSE Linux Enterprise Desktop, your business can dramatically reduce costs, improve end-user security and increase workforce productivity.

See the following table for SUSE Linux Enterprise Desktop subscription retail prices in U.S. dollars:

Product Subscription	Basic	Standard	Priority
One Year	\$50	\$120	\$220
Three Year	\$135	\$300	\$550

- A Basic subscription includes access to product updates and fixes for one or three years after activation, full telephone and electronic technical support for the first 30 days after activation, and access to self-help resources such as technical forums and knowledge base.
- A Standard subscription includes product maintenance and access to product

updates and fixes for one or three years after activation and 12x5 unlimited support center access.

- A Priority subscription includes product maintenance and access to product updates and fixes for one or three years after activation and 24x7 unlimited support center access.



Contact your local Novell Solutions Provider, or call Novell at:

1 800 714 3400 U.S./Canada
1 801 861 1349 Worldwide
1 801 861 8473 Facsimile

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