



SUSE® Linux Enterprise Subscriptions: The Complete Package

A SUSE Linux Enterprise subscription combines the best-engineered Linux* platform with the innovative engineering, industry-recognized training and world-class support you need to be successful. When you choose SUSE Linux Enterprise, you get low total cost of ownership, the best products and high-quality services—an unparalleled solution that will get your IT and people working as one.

A SUSE Linux Enterprise Subscription—The Best Combination of Products and Services

SUSE Linux Enterprise changes the way you think about buying software. We've combined the value of Linux with the enterprise-grade services we've been perfecting at Novell for more than 25 years. 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. In addition to the best-engineered Linux platform for business computing, your subscription includes:

- Award-winning technical support
- First Look on-demand training
- Maintenance updates, service pack releases, hardware enablement and security and bug fixes
- Entitlement to the Subscription Management Tool for SUSE Linux Enterprise
- Rights to upgrade to new versions of the SUSE Linux Enterprise family of products
- A generous and predictable lifecycle commitment
- Opportunities to participate in new beta product testing
- Protection under the Novell® Technology Assurance Program, including extensive intellectual property (IP) coverage
- Assurance of compatibility with thousands of hardware and software products
- Flexible, tiered pricing
- Access to an extensive global network of resellers and distributors
- Access to Novell Customer Center—an online interface where, from one location, you can review the status of all your Novell products, subscriptions and services, and obtain critical Linux updates and support

■ Solutions:

Data Center

■ Products:

SUSE Linux Enterprise



“SUSE Linux Enterprise provides a cost-effective, high-performance environment for our Web applications, without tying us in to expensive proprietary software licensing agreements.”

Krijn de Graaf

IT Manager (AI)
Facilities department of the
Municipality of The Hague



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“Working with Novell as a vendor is easy to do. Novell Technical Services provides excellent support. We don't hit a lot of roadblocks trying to get access to the right people, as we often do with other organizations.”

Ty Muscat

*Data Center Manager
Watts Water Technologies*

Powerful Management, Compliance and Supportability Infrastructure

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 easy-to-use YaST® installation and configuration framework and access to Novell Customer Center. Additionally, your subscription entitles you to receive the Subscription Management Tool for SUSE Linux Enterprise. This tool establishes a proxy system with a repository and registration target that is synchronized with Novell Customer Center. It maintains all the capabilities of Novell Customer Center, but allows you to register and manage your entire deployment inside your firewall, ensuring the subscription compliance and secure process flow that your IT organization requires. Finally, a SUSE Linux Enterprise subscription means you can confidently deploy any supported release, including future upgrades, across your entire organization.

What's more, SUSE Linux Enterprise Server comes with an innovative diagnostic and reporting infrastructure to accelerate problem determination and issue resolution. Novell Support Link is a data collection technology, accessible via a new YaST module, that automatically captures support configuration information and—if and when you want—sends it to Novell via secure HTTP. Novell Support Link works with Novell Customer Center and Novell Support Advisor, a support automation, diagnostic and self-help tool, provided by Novell Technical Services, to help

resolve issues faster and more accurately. With the new support infrastructure, problems are diagnosed more effectively, and issues are resolved faster with more efficient, accurate, holistic incident reporting.

World-class Services

You can choose SUSE Linux Enterprise with complete confidence, knowing you have the world's best provider of Linux services backing you up. We provide the IT Consulting, Technical Training and Support resources you need to be successful.

Leverage the real world experience of Novell IT Consulting experts, along with our partners, as you implement your SUSE Linux Enterprise Solution from Novell. We have the experience and best practices required to solve complex challenges, reducing your risk and helping you reap the benefits of your investment even faster.

An independent study ranked Novell ahead of both Red Hat and Oracle for Linux support, specifically in the areas of overall quality, timeliness and the ability to address the needs of mixed source IT environments. Novell offers exceptional response times, a customer-focused culture, honed escalation processes, and backing from industry-recognized and respected Linux developers. And, of course, you can augment your subscription support benefits with a wide variety of enterprise-level services, such as service account management, dedicated support engineers, on-site support and much more.

Through your subscription you'll also receive First Look training, a set of on-demand courses that covers the fundamentals of installation and basic configuration, as well as the new features and functionality of a product. And when you're ready for additional training, Novell provides the training you need, when and how you need it—from introductory courses to advanced engineering-level classes,

and through a variety of training deliver methods. Additionally, industry-leading certifications from Novell are globally recognized and provide tangible proof that you and your staff have the knowledge required to support your SUSE Linux Enterprise products.

The support and training services provided in each subscription level are key to determining which subscription is right for your enterprise. Each provides access to a number of self-help resources available on the award winning Novell support Web site, including the Novell Support Knowledgebase, product support discussion forums and the Novell Support Advisor. The following table details the unique benefits of each subscription:

	Basic	Standard	Priority
Support Duration	30 days	1 year	1 year
Access	12x5 Web only	12x5 Web and phone	24x7 Web and phone
Response Time	2 day	4 hours	1 hour for high severity issues 4 hours for all other issues
Training	None	First Look	First Look

In addition to the subscription benefits listed above, additional promotional benefits may also be available. See: <http://support.novell.com/linux/promo.html>

SUSE Linux Enterprise—The Most Interoperable Linux Platform for Mission-critical Computing

SUSE Linux Enterprise is the most interoperable Linux platform for mission-critical computing from the desktop to the data center. From physical to virtual, and configurable to appliance, SUSE Linux Enterprise delivers reliable and affordable solutions for your complete environment. SUSE Linux Enterprise includes the following products:

SUSE Linux Enterprise Server—SUSE Linux Enterprise Server is a highly reliable, scalable and secure server operating system, built to power both physical and virtual mission-critical workloads. With SUSE Linux Enterprise, you can take advantage of innovative, new capabilities, including a fast, reliable update stack; reliability, availability and serviceability advances; green IT features; and modular extensions with advanced capabilities.

SUSE Linux Enterprise Desktop—SUSE Linux Enterprise Desktop delivers seamless interoperability with existing enterprise

systems and dozens of essential office applications, while providing an easy-to-use, highly secure and “green” desktop experience. By leveraging the power of SUSE Linux Enterprise Desktop across a wide range of client devices, your business can dramatically reduce costs, improve end-user security and increase workforce productivity.

SUSE Linux Enterprise High Availability Extension—SUSE Linux Enterprise High Availability Extension represents the next-generation high availability clustering solution for SUSE Linux Enterprise. SUSE Linux Enterprise has been enhanced and expanded to maintain business continuity, protect data integrity and reduce unplanned downtime for your mission-critical Linux workloads.

SUSE Linux Enterprise Mono® Extension—Based on open source Mono technology and run in conjunction with SUSE Linux Enterprise Server, SUSE Linux Enterprise Mono Extension delivers all the performance, scalability and hardware support of the SUSE Linux Enterprise platform to the .NET application environment.

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For more information on how a SUSE Linux Enterprise subscription can help your people and technology work as one, visit: http://support.novell.com/linux/sle_support.html

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SUSE Linux Enterprise JeOS—SUSE Linux Enterprise JeOS is a minimal installation of SUSE Linux Enterprise Server 11, and it allows you to build, test, manage and get to market with a “SUSE Inside” virtual appliance or software appliance.

SUSE Linux Enterprise Subscriptions

Turn boundaries into bridges with industry-leading interoperability. Get the reliability

you need to run your mission-critical computing. And get the services, support and training you need to get the greatest return on your SUSE Linux Enterprise investment. For more information on how a SUSE Linux Enterprise subscription can help your technology and people work as one, visit: http://support.novell.com/linux/sle_support.html



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

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