

SUSE® Linux Enterprise Server Priority Support for SAP Applications

External

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What is SUSE® Linux Enterprise Server Priority Support for SAP Applications?

SUSE Linux Enterprise Server Priority Support for SAP Applications is a maintenance and support package. It will be seamlessly integrated through the SAP* Solution Manager into SAP Global Support for managing the lifecycles of SAP applications. If you run your SAP applications on SUSE Linux Enterprise Server, you now have a single support entry point for your entire infrastructure, reducing complexity and lowering your total cost of ownership (TCO).

What do you get with SUSE Linux Enterprise Server Priority Support for SAP Applications?

SUSE Linux Enterprise Server Priority Support for SAP Applications delivers a one-stop resource for SAP infrastructure support—from the operating system to the application—reducing complexity and lowering TCO of your SAP investments. You will now get integrated and seamless support for your Linux* operating system and for your optimized application and operating system stack.

When you buy a subscription to SUSE Linux Enterprise Server Priority Support for SAP, you are entitled to:

- 24x7 support
- Unlimited service requests
- Electronic and telephone support (target response time is one hour for telephone support and four hours for electronic support)
- SUSE Linux Enterprise Server Fundamentals Training Kit 3071 (a US\$495 value)
- Seamless use of SAP systems (SAP Service Market Place, Telephone and SAP Solution Manager)

Is SUSE Linux Enterprise Server Priority Support for SAP Applications included in the SUSE Linux Enterprise Server subscription?

No, SUSE Linux Enterprise Server Priority Support is not included in the SUSE Linux Enterprise Server subscription.

SUSE Linux Enterprise Server Priority Support for SAP Applications is based on an agreement between Novell® and SAP. It allows you to put your SAP applications on SUSE Linux Enterprise Server, with unprecedented support for both. This means you will get joint support, from the operating system to the application, with one simple call.

SUSE Linux Enterprise Server Priority Support for SAP Applications is a unique offering and a joint support solution if you run your SAP applications on SUSE Linux Enterprise Server from Novell.

How do I buy this offering?

You have various option to purchase a subscription for SUSE Linux Enterprise Server Priority Support for SAP Applications.

- Purchase a subscription from a Novell partner. To find a Novell qualified partner please visit: <http://www.novell.com/partnerlocator/region.do>)

- Request a call to have a Novell sales representative contact you. To request a call, visit: (http://www.novell.com/company/sales_call_request.html)
- Contact your Novell client executive directly.

What benefits will I gain from this offering?

SUSE Linux Enterprise Server Priority Support for SAP Applications gives you a single support entry point, from the operating system to the application. It allows you to streamline support incident resolution, reduce complexity and lower your TCO. It also features:

- Seamless support through a one-stop support contact and transparent handshake between SAP and Novell support engineers. You can initiate a support request via regular SAP escalation channels: telephone, SAP Solutions Manager or a Service Market Place.
- Integration of SUSE Linux Enterprise Server into the SAP Solution Manager. This integration provides the connection to the SAP support backbone, enabling the automated exchange of customer support information and SAP application lifecycle management.

How do I initiate a support request?

You can initiate a support request via regular SAP escalation channels: telephone, Web front-end, CSN or SAP Solutions Manager. The request will be immediately assigned to the SAP support request system.

With SUSE Linux Enterprise Server Priority Support for SAP Applications, we continue our commitment to deliver innovative, open source solutions and commercial software based on open standards.

How much does SUSE Linux Enterprise Priority Support for SAP Applications cost?

SUSE Linux Enterprise Server Priority Support for SAP applications optimizes price performance for your mission-critical workloads. The suggested retail price list is available on the Novell Web site or through a Novell certified Partner:

http://shop.novell.com/servlet/ControllerServlet?Action=DisplayCategoryProductListPage&SiteID=novell&Locale=en_US&Env=BASE&categoryID=2872000

How does this agreement change the business relationship between SAP and Novell?

This agreement strengthens the already close relationship between SAP and Novell. Now, SAP officially recommends SUSE Linux Enterprise Server as a preferred platform for customers who want to deploy SAP on Linux. SAP will promote this offering through its multiple routes to market and encourage its Linux customers to sign a support agreement with Novell. To promote this offering, the companies are funding a joint marketing program to promote the support solution to the SAP community. Novell will also dedicate part of its sales force to focus exclusively on SAP solutions.

Why did SAP choose to enter this agreement with Novell?

SAP entered this agreement with Novell because SUSE Linux Enterprise Server is the number one Linux OS running SAP and is the 2nd largest Linux installation in the world. SUSE Linux Enterprise is optimized to run SAP and is the Linux of choice for SAP Linux labs, lastly Novell has the largest support group for Linux. Now through this agreement both companies' customers have best-in-class support for their operating systems and application suites. Through this agreement, SAP continues its commitment to deliver value to customers who choose to run open source and commercial software based on open standards. This agreement will make Linux more viable for SAP applications.

Where do I get more information regarding the Novell and SAP relationship in general, and the SUSE Linux Enterprise Priority Support for SAP program in particular?

- The Novell Web site for the SAP global alliance: **www.novell.com/sap**
- The Novell Web site for the SUSE Linux Enterprise Server Priority Support for SAP Applications program: **www.novell.com/sapsupport**

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