

SUSE® Linux Enterprise Server for SAP Business All-in-One

Frequently Asked Questions

On March 4, 2008, SAP and Intel announced their collaborative offer: pre-installed SAP Business All-in-One solutions based on SUSE® Linux Enterprise for mid-size companies. Business All-in-One directly addresses the demands of mid-size businesses for software that is easy to implement.

What is SAP Business All-in-One?

SAP Business All-in-One is a configurable and extensible business solution for mid-size companies with built-in industry practices. Based on SAP's world-class enterprise resource planning applications (SAP ERP), and SAP Best Practice, the solutions feature leading technology and scalability that can be easily adapted to your changing business and industry needs.

What exactly is the offering SAP and Intel announced, and what is the Novell part of the announcement?

SAP and Intel announced a pre-installed Business Solutions (SAP Business All-in-One) for mid-size businesses. SUSE Linux Enterprise from Novell is a key component of this exciting new offer. SAP Business All-in-One is optimized for Quad Core Intel Xeon Processors and based on SUSE Linux Enterprise and the MaxDB database from SAP.

Designed for mid-size companies in the manufacturing, service and trade industries, the solution directly addresses the demands in these markets for quick and easy implementation, and is tailored yet scalable at predictable costs. SAP recently announced a fast-start program for its Business All-in-One solutions and provides tools and methodologies for you to improve software acquisition and shorten implementation times.

What benefit will I gain from this offering?

SAP Business All-in-One is designed to combine software, database and hardware into one package, with all components optimized to help mid-size companies drive down TCO. The package includes SAP MaxDB, the affordable, simple and reliable high-performing database optimized for SAP solutions, and is based on SUSE Linux Enterprise from Novell, a secure, reliable, low-cost platform.

With the easy-to-use Business All-in-One Configurator (<http://www.sap.com/belux/configurator/index.htm>), you can quickly configure the SAP Business All-in-One solution according to your needs and immediately receive a cost estimate for the solution, which includes SAP MaxDB, SUSE Linux Enterprise Server from Novell, the Intel® Xeon®-based server systems as well as implementation. As a result, you have better control of the predictability and functional scope of your implementation.

What are the benefits of SUSE Linux Enterprise Server being part of the bundle?

You can use the SAP Business All-in-One fast-start program to configure an affordable solution to work with a variety of software options based on SUSE Linux Enterprise Server operating system. Mid-size companies are expected to see significant benefits from this comprehensive offer, because it allows quick time to deployment of end-to-end business processes at a low total cost of ownership (TCO). With SUSE Linux Enterprise, you will benefit from:

- Running an enterprise-quality server that handles SAP business-critical workloads
- Lower cost through an open, scalable and high-performance platform
- A stable environment and lower costs with integrated application security, virtualization and systems management across a full range of hardware architectures

- Seamless interoperability with your existing IT infrastructure
- SAP and Novell long-term support and maintenance strategy for SUSE Linux Enterprise Server (SUSE Linux Enterprise Server Priority Support for SAP Applications)

Although SAP Business All-in-One is not a traditional appliance, the offering fits into the larger Novell strategy of integrating SUSE Linux Enterprise Server with middleware and end user applications.

How do I buy this offering?

Your first step in using the fast-start program is to access the online solution configurator for SAP Business All-in-One. With this tool (<http://www.sap.com/belux/configurator/index.htm>) you choose the functional building blocks that will determine your estimated solution scope and cost. This process also connects you with a SAP consultant or a local partner who has corresponding industry expertise to counsel you on the next steps.

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). When you subscribe to SUSE Linux Enterprise Server Priority Support for SAP Applications, 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 Training Kit
- Seamless use of SAP systems (SAP Service Market Place, Telephone and SAP Solution Manager)

How does this announcement change the business relationship between SAP, Novell and Intel?

This announcement strengthens the already close relationship between SAP and Novell. With more than 75 percent share of SAP installations running on Linux, SUSE Linux Enterprise continues to be SAP's preferred Linux distribution. This announcement reaffirms that position and emphasizes the winning combination of SAP applications, SUSE Linux Enterprise and Intel hardware.

The Business-All-in-One bundle is the second tangible product resulting from the collaboration between Novell and SAP. Last year, Novell announced SUSE Linux Enterprise Server Priority Support for SAP Applications, which is currently the fastest growing product in our portfolio. We continue to collaborate with SAP, and you should expect to see many additional joint offerings come to market in the coming months.

Can you tell me more about the relationship between Novell and SAP?

SAP and Novell are committed to increasing the value of SAP solutions for large and mid-size customers. We offer complementary, open solutions that maximize SAP applications running on SUSE Linux Enterprise, which

enables you to lower TCO of SAP applications, simplify your IT consumption, and deploy a flexible, open enterprise for ongoing innovation.

SUSE Linux Enterprise Server is the number one Linux operating system running SAP and is currently running the second largest installation of SAP in the world. More than 1,000 SAP customers are running their SAP applications on SUSE Linux Enterprise.

SUSE Linux Enterprise is optimized to run SAP and is the Linux distribution of choice for SAP Linux labs. With this announcement, SAP continues its commitment to deliver value to customers who choose to run open source and commercial software based on open standards. This announcement will make Linux more viable for SAP applications.

Where do I get more information about the Novell and SAP relationship in general and about SUSE Linux Enterprise Server?

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

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