



SUSE® Linux Enterprise Server Priority Support for SAP Applications

There is nothing more mission-critical than your SAP® solution. But an application is only as reliable as the operating system it runs on. That's why SAP recommends SUSE® Linux Enterprise Server from Novell® for companies who want to run SAP on Linux®.

Leverage SAP's Preferred Linux Platform

When you run SAP on SUSE Linux Enterprise Server from Novell, you get the performance, reliability and scalability that you need to run your mission-critical SAP applications.

Customers who run their SAP solutions on SUSE Linux Enterprise Server get joint support from the operating system to the application. SUSE Linux Enterprise Server Priority Support for SAP Applications is a maintenance and support service that seamlessly integrates through the SAP Solution Manager into the SAP global support backbone for managing the entire lifecycle of SAP applications.

Given the nature of SAP workloads and the importance of having a finely tuned and supported operating system to complement your SAP implementation, it makes business sense to have world-class support for your operating system. The collaboration between SAP and Novell ensures that customers will have an operating system

optimized for SAP workloads and also have the combined technical support of two of the technology industry's leading vendors.

SUSE Linux Enterprise Server Priority Support for SAP Applications

Novell has created this special offering exclusively for SAP customers, so you can confidently deploy SAP on SUSE Linux Enterprise Server and get the enterprise support you need.

SUSE Linux Enterprise Server from Novell is an enterprise-quality server designed to handle mission-critical workloads in the data center. Developed and backed by Novell, 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. SUSE Linux Enterprise Server is deployable as a general-purpose server or can be tailored to run a variety of specialized workloads, offering seamless interoperability with your existing data center infrastructure.

■ Solutions:

Priority Support for SAP Applications

■ Products:

SUSE Linux Enterprise Server

Running SAP on SUSE Linux Enterprise Server gives you the performance, reliability and scalability that you need to run your mission-critical SAP applications.

With the integration of SUSE Linux Enterprise Server into the SAP Solution Manager, you can have confidence in knowing that SAP and Novell will understand your entire IT infrastructure, its integration points and your unique configuration. With this knowledge, Novell and SAP can greatly enhance your technical support experience and more quickly solve any issues that might occur with your environment.

www.novell.com

Certified by the world's leading hardware and software vendors, SUSE Linux Enterprise Server is backed by award-winning Novell technical support and a global ecosystem of partners and services. With SUSE Linux Enterprise Server, your business can dramatically reduce costs while deploying the most secure and reliable data center server on the market.

SUSE Linux Enterprise Server Priority Support for SAP Applications offers you a single support point of entry, from the operating system through the application. With the integration of SUSE Linux Enterprise Server into the SAP Solution Manager, you can have confidence in knowing that SAP and Novell will understand your entire IT infrastructure, its integration points and your unique configuration. With this knowledge, Novell and SAP can greatly enhance your technical support experience and more quickly solve any issues that might occur with your environment.

Priority Support Details

SAP customers that purchase SUSE Linux Enterprise Server Priority Support for SAP Applications receive the following benefits:

- *Unlimited 24x7 technical support from Novell*

- *Target response times: one hour for telephone support and four hours for electronic support*
- *Access to all fixes and patches for SUSE Linux Enterprise Server*
- *Seamless use of SAP systems (SAP Service Market Place / Telephone / SAP Solution Manager)*

Two Industry Leaders, Working Together for Customers

SUSE Linux Enterprise Server Priority Support for SAP Applications is only the latest step in a broad partnership between Novell and SAP. We've already delivered a validated solution for running SAP in a Xen* virtual machine on SUSE Linux Enterprise Server, and a certified solution for making SAP highly available on SUSE Linux Enterprise Server. Future plans include joint development work that will expand the optimization of SUSE Linux Enterprise Server for the SAP Application Suite, so that customers can get performance, scalability and reliability that meets or exceeds the historic performance of SAP on UNIX*.

For more information, please visit:
www.novell.com/sapsupport



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

Novell, Inc.

404 Wyman Street
Waltham, MA 02451 USA

