



# Long Term Service Pack Support

The challenge is straightforward: It costs money and can increase risk to integrate operating system updates into the data center. However, if systems don't have the necessary maintenance and support, customers can't ensure successful operation. Novell understands these challenges and delivers the support you need to reduce cost, manage complexity, mitigate risk and, ultimately, make IT work as one.

### Support You Can Trust

SUSE® Linux Enterprise from Novell provides the best-engineered, most-interoperable platform to power your mission-critical workloads in the data center. In addition to its award-winning technology and proven network of support, you can adopt SUSE Linux Enterprise products with confidence because Novell supports each major version for at least seven years. Throughout the lifecycle of your software, you will need to ensure you have the proper system and software maintenance in place to guarantee your data center is secure and stable, and optimized to run your key workloads. Through service packs, Novell gives you access to new or enhanced software features, critical security patches, bug fixes and new hardware enablement.

Other operating system vendors may refer to these service packs as “minor releases” and provide them as often as every six months,

requiring potentially costly updates very frequently. At Novell, we generally release service packs every 12 to 18 months—giving you more stability and saving you time and money. Once a new service pack is released, we provide a standard, six-month window in which we deliver the critical support you need for the previous service pack, while you plan for, test and implement the new service pack release.

### *Striking the Right Balance: Optimization vs. Cost and Risk*

At Novell, we understand you must balance the need to apply maintenance against the risk and expense of changing elements of your critical systems. Upgrading service packs requires an investment of your time and resources to adequately design, validate, test and execute your migration plans. Some enterprise customers with large, complex environments may desire to have more than the standard six-month transition time.

### ■ Solutions:

Novell Services

The Long Term Service Pack Support program significantly extends the standard, six-month transition time Novell provides for migrations between service packs.

Keeping your systems up to date is critical, but with the Long Term Service Pack Support program from Novell, you can choose to do it less often.

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These customers must be able to maintain their current operating system version as long as possible, preserving the stability and security of their data centers, as they transition from one service pack version to the next. To address these needs and ensure complete support for mission-critical environments, Novell has introduced the Long Term Service Pack Support program. This program allows you to receive the critical support required by the enterprise while maximizing the value you receive with Linux\* in your data center.

### **Long Term Service Pack Support Program**

The Novell® Long Term Service Pack Support program significantly extends the standard, six-month transition time provided for migrations between service packs. With the Long Term Service Pack Support program, you receive a minimum of 12 additional months, for a total of at least 18 months, to plan and deploy the updates in your data center. During this time Novell continues to provide the support you need for issues that may arise during these critical periods.

Customers of any size may purchase the Long Term Service Pack Support. The only requirement is a current SUSE Linux Enterprise Server subscription for all of your servers. With Long Term Service Pack Support, you receive:

- *Access to the award-winning Novell support organization, hours and response time as determined by the level of your subscription*
- *Fixes for critical security issues*
- *Fixes for severity level-one and level-two defects reported by customers participating in the program*

The Long Term Service Pack Support program is currently offered for SUSE Linux Enterprise Server 9 SP3 and SUSE Linux Enterprise Server 10 SP1. It does not include any software enhancement requests or new hardware enablement.

### **Getting It Done Right**

Keeping your systems up to date is critical, but with the Long Term Service Pack Support program from Novell, you can choose to do it at your own pace. You'll save time and money by reducing the amount of time you spend planning, testing, validating and implementing. And with more time to make the transition, you can ensure updates are made appropriately, reducing the risk to the mission-critical systems that support your business.

### **Reduce Cost, Complexity and Risk**

To find out how the Long Term Service Pack Support program can reduce cost, manage complexity and mitigate risk, contact your local Novell Sales Representative.



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

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