

Support for SUSE[®] Technology Partners

Drive your business forward with confidence, knowing you can support even the largest enterprise customers. Through the SUSE[®] Technology Partner Support programs, you can tap into the world-class SUSE support organization to provide the quality services that make customers select and return to you as their preferred technology vendor.



■ Solutions:

Services

Drive Your Business

Quality of service is a significant consideration for customers who are choosing a technology vendor. Customers want to be sure they have the help they need to be successful with their IT investments. Partnering with SUSE taps you into our world-class support organization for the tools and resources you need to set yourself apart in this competitive and fast-paced industry.

SUSE has more than 25 years of experience providing enterprise-class service to a broad range of partners and customers worldwide. The breadth and depth of our multi-vendor support gives you and

your customers confidence that you can meet technology challenges with innovative, end-to-end solutions. And using our innovative tools, proven escalation processes and award-winning support, you can be assured you'll get the expert help you need, when you need it, to provide the highest possible levels of service to your customers.

Customize Your Support Experience

As a SUSE technology partner, you can choose from the following program levels to ensure you receive the support, account management and training benefits that best match your needs.

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PROGRAM LEVELS

Program Benefits	Advantage SR Packs	TPS 100	TPS 250	TPS 500	TPS 1000
Support Center					
24x7 Access	x	x	x	x	x
Priority Response	x	x	x	x	x
Service Requests	5, 10 or 20	25	50	Unlimited	Unlimited
Premium Service Engineer					
Type of Engineer	NA	NA	ASE	PSE	DSE
Dedication Level	NA	NA	Assigned Contact	Semi-dedicated	Dedicated
Hours of Access	NA	NA	12x5	24x7	24x7
Response Time	NA	NA	1 hour	30 minutes	15 minutes
Account Management					
Service Account Manager	NA	x	x	x	x
Business Review	NA	Annual	Semi-annual	Quarterly	Quarterly
Training, Events and Resources					
Custom Training	NA	NA	1 week	2 weeks	2 weeks
BrainShare [®] or SUSECon [™] passes	NA	1	3	6	6
Reduced-fee Seminars and Internships	x	x	x	x	x

Table 1. Select the level of service that matches your business needs.

SERVICE ACCOUNT MANAGEMENT

Service account management is one of the most valuable benefits of the SUSE Technology Partner Support program. Your service account manager will develop a close working relationship with you, learning your business and support needs, and helping you strengthen your service organization. Your Service Account Manager will do the following:

- **Coordinate communications** among three Services disciplines: support, training and consulting
- **Escalate service requests** that require additional or different resources
- **Report service activity**, detailing service requests, their progress and any related support activity or projects
- **Review service requests** with you during and after resolution via telephone or in personal meetings.

This ensures that issues are resolved quickly and that we address any additional concerns.

- **Review services** and provide feedback to us to continually improve the service you receive

PREMIUM SERVICE™ ENGINEERS

Premium Service Engineers are provided in the TPS 250, TPS 500 and TPS 1000 programs to ensure you receive a superior support experience. We recommend you choose the Technology Partner Support program that provides the level of service engineer that makes the most sense for your business. Your premium service engineer provides a single point of contact for all your support queries, understands your technical environment and responds to your problems quickly. Your engineer also delivers the level of dedication, personalization and service response times your business needs.

ADVANTAGE SERVICE REQUESTS

Advantage Service Requests allow you to get fast access to a team of senior engineers who are staffed to respond to your support issues in an hour or less during local business hours. If needed, you may also open your Service Request after hours with the Support Center, and then request that it be escalated to the Advantage team during the next business day.

SUPPORT ACCESS

As a technology partner, you have 24x7 access to our award-winning support organization through our global support centers. The number of available service requests varies by program level as shown in the benefits table on the previous page.

TRAINING, EVENTS AND RESOURCES

Keeping up on the latest technology is critical to your success. You have access to a number of training options, depending on the support level you choose.

- **Custom Training**—*Based on an initial assessment, we will build customized training that meets the unique needs of your organization. We provide most training in live, online sessions that give your personnel the benefits of a live instructor wherever your employees are in the world, without the cost or inconvenience of travel. Online tools let attendees view instructor demonstrations, send questions to the instructor, chat with other participants and complete online labs.*
- **BrainShare or SUSECon passes**—*BrainShare and SUSECon are our premier technology conferences, where we make strategic technology announcements, provide technology seminars and labs, and enable interface opportunities with key SUSE employees and partners.*
- **Internships**—*Internships are a great way to improve your ability to troubleshoot and resolve product issues. For up to one week, you or your staff will work in one of our support centers, shadowing a support engineer. During that time the intern*

will learn our problem-resolution process, troubleshoot service requests, attend any available hands-on training and solve real-life problems in a lab. Internships are arranged upon request.

Get More from Your Partnership

JOIN PARTNERNET.

We strongly encourage technology partners to participate in the PartnerNet program. Through PartnerNet, we can help you capitalize on specific opportunities—whether you need new solutions to meet your customers' business and IT challenges, need to bring your product to new markets faster or want to expand the portfolio of training you offer your customers. Through the PartnerNet program, you can port, build, co-market and, if appropriate, resell your product with our licensed technologies. Join our partner ecosystem and open your business to additional development and support resources, go-to-market activities and business solutions that enable you to integrate our technologies in an efficient and effective, self-paced way. Benefits vary by program but may include:

- *Software patches and fixes*
- *Online sales and technical training*
- *Subscription to the Professional Resource Suite*
- *Aggressive pricing to accelerate your profit potential*
- *Robust development tools*
- *Testing and hardware certification*

There's much more. For details, visit: www.suse.com/partners

ENROLL IN DEVELOPER SERVICES

Developer Services programs help independent software and hardware vendors respond to customer needs and/or market opportunities. Independent hardware vendors (IHVs) can access testing/certification tools. Independent software vendors (ISVs) and independent hardware vendors (IHVs) can also receive phone or e-mail support as well as hands-on development assistance. See the Program Guide for more detail at <https://www.suse.com/partners/ihv/pdf/SUSEDeveloperServicesProgramGuide.pdf> or visit: <https://www.suse.com/partners/isv/> or <https://www.suse.com/partners/ihv/>

Choose to Partner with SUSE

Only SUSE brings such a comprehensive range of networking and open source support to partners. Everything in the SUSE world is designed to work with products you bring to market: solutions created on industry standards that work on many different platforms. And should technical issues arise, you have peace of mind in knowing you can look to proven experts for support.

For more information about support for SUSE technology partners, contact your local partner executive.

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www.suse.com/partners



**Contact your local SUSE Solutions Provider,
or call SUSE at:**

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