

# Your SUSE® Linux Enterprise Subscription: Support, Updates and More

A SUSE® Linux Enterprise subscription gives you access to an enterprise-class, best-of-breed Linux operating system—plus industry-recognized support and services, the latest product versions and patches, and bug and security fixes. And it's all available within a flexible subscription model at three service levels to meet your needs.



## **SUSE Linux Enterprise Subscription at a Glance:**

- **Cost Savings:**  
No costly licensing fees. Buy what matters: software and services.
- **Software Upgrades and Updates:**  
Get the latest version, regular patches and security fixes.
- **Technical Support:**  
Choose the #1-rated Linux support provider.
- **Generous Lifecycle:**  
Ten years of support; extend services if needed.
- **Training:**  
Implement and maintain SUSE with knowledge from the experts.
- **Legal Protection:**  
Get coverage against intellectual property suits.

## **Introducing the SUSE Subscription Advantage**

Why do more than 15,000 organizations worldwide—including two-thirds of the Fortune 100—use SUSE Linux Enterprise, a paid subscription, when they could use Linux for free?

It's easy to see the advantage of a subscription over a traditional software license. With a license, you pay a big upfront cost and additional maintenance fees for upgrades, bug fixes and support. With a subscription you skip the license fee and have evenly spaced, affordable payments that include upgrades, fixes and support.

But what about “free” Linux versus a paid SUSE subscription? With “free” Linux there are no regular releases, no support, no maintenance. But there are costs: in money, time and resources. The cost of integrating, deploying and securing. The cost of certifying, supporting and maintaining. And the

opportunity cost of the extra time it takes to perform these tasks without the proper access to support, training and software updates when your IT staff could be focusing on more strategic initiatives.

Contrast that with a SUSE Linux Enterprise Server subscription. No other Linux distribution has been certified for reliability, performance, security and scalability on as many applications (over 8,500—in physical, virtual and cloud environments) and hardware devices (13,000)—or recommended exclusively by SAP, Microsoft and VMware. In short, your hardware and software will run reliably—with no extra effort or expenditure. And with access to training and support your implementation and ongoing maintenance will be seamless and efficient.

That means your staff can focus on driving your business forward. Here's a closer look at the SUSE advantages.

# Your SUSE Linux Enterprise subscription gives you fast access to the latest service packs, maintenance updates, patches and security fixes. These are critical for bolstering system reliability and enhancing efficiency.

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## **Cost Savings**

With a SUSE Linux Enterprise subscription, you eliminate costly licenses and buy what matters: software that is the best platform for mission-critical workloads across the enterprise, as well as award-winning support.

The software alone provides cost savings. SUSE Linux Enterprise Server delivers UNIX-like performance and reliability on low-cost commodity hardware. Also, SUSE Linux Enterprise includes best-of-breed management features, such as the YaST graphical set-up and configuration tool, that expedite implementation and maintenance. No other Linux version is as easy to deploy and maintain. As a result, you can reduce administrative time and costs and free resources for more value-added initiatives.

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**When you choose a SUSE subscription, you get prompt resolution of support issues, to help maintain system up-time and business continuity.**

## **Timely Software Upgrades and Updates**

Your SUSE Linux Enterprise subscription gives you fast access to the latest service packs, maintenance updates, patches and security fixes. These are critical for bolstering system reliability and enhancing efficiency. Patches ensure continued application compatibility. Security fixes protect up-time and data. Software updates give you the latest technology and enhancements to improve productivity.

SUSE makes it quick and easy to optimize and secure your environment. You can subscribe to receive automatic notifications of security patches and bug fixes. Then you can immediately access the right content for your environment through the Customer Center, a unique software patch and update service. And the Subscription Management Tool for

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**The SUSE Product Support Lifecycle allows you to predictably plan and manage your environment.**

SUSE Linux Enterprise lets you easily and accurately register and manage your entire deployment, ensuring subscription compliance and a secure process flow.

## **Award-winning Technical Support**

When you choose a SUSE subscription, you get prompt resolution of support issues to help maintain system up-time and business continuity. SUSE is the Linux support vendor rated #1 by users, including in mixed IT environments<sup>1</sup>, and declared among the world's "ten best" by its peers.<sup>2</sup>

SUSE delivers support where and when you need it: with global support centers staffed with engineers trained in Linux and mixed environments providing 24x7x365 service. You can also receive support from SUSE partners if you purchased SUSE Linux Enterprise through a member of our extensive ecosystem.

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<sup>1</sup> "Linux-Related Technical Support Comparative Study," Lighthouse Research, August 2010.

<sup>2</sup> Association of Support Professionals, 2010.

## FLEXIBLE SUPPORT OPTIONS

SUSE provides a level of service to meet your business needs in the data center or on the desktop:

	Basic	Standard	Priority
<b>Software Upgrades and Updates</b>	Yes	Yes	Yes
<b>Technical Support</b>	Self-support (via knowledgebase, forums)	Unlimited	Unlimited
<b>Method of Access</b>	N/A	Chat, Phone, Email	Chat, Phone, Email
<b>Hours of Access</b>	N/A	12×5	24×7
<b>Response Time</b>	N/A	Severity 1 = 2 hours Severity 2 = 4 hours Severity 3 = Next Bus. Day Severity 4 = Next Bus. Day	Severity 1 = 1 hour Severity 2 = 2 hours Severity 3 = 4 hours Severity 4 = Next Bus. Day
<b>Training</b>	N/A	First Look SUSE Fundamentals	First Look SUSE Fundamentals SUSE Administration

Without extra subscriptions, you can:

- *Deploy SUSE Linux Enterprise Server on multi-core or hyperthreading processors*
- *Run SUSE Enterprise Server virtual images on hardware partitions or on top of a host system running SUSE Linux Enterprise Server*
- *Add the SUSE Linux Enterprise High Availability or Real Time Extensions*
- *Download the Subscription Management Tool*

## PREMIUM SERVICE

You can augment the unlimited technical support provided through your Standard or Priority subscription with Premium Service, for mission-critical support and enterprise needs such as account management, project support, dedicated support engineers, health checks and more.

## Generous Lifecycle

The SUSE Product Support Lifecycle allows you to predictably plan and manage your environment. It includes:

- **Code maintenance**—*seven years of proactive code maintenance for each major release, and your subscription provides a migration path for upgrading to newer releases*
- **A support lifecycle**—*providing seven years of unlimited technical support with a Standard or Priority subscription, with ten years of free self-support through tools like forums and the knowledgebase.*
- **Long Term Service Pack Support**—*for extending your seven-year coverage of technical support and software updates by three more years if you must have as little change as possible*

## Training

Implement and maintain SUSE with expert knowledge to ensure success. With SUSE on-demand training, your staff can come up to speed with high-quality, generous training at no added cost and without the time and expense of travel. The SUSE First Look course introduces the basic features, plus tips for installation and configuration. The Linux Fundamentals and Administration courses provide the knowledge to configure and maintain an optimal Linux environment.

## Expanded Support

Reduce your current Red Hat Enterprise Linux support costs while you grow your Linux environment. With SUSE Linux Enterprise with Expanded Support, you can manage mixed Red Hat and SUSE environments. You also get our #1 rated Linux support.

## Legal Protection

Through the Technology Assurance Program, you can deploy any SUSE product with the guarantee that SUSE will protect you against future challenges to the copyrights, patents, trademarks or trade secrets of the technologies in these solutions. Through the SUSE/Microsoft patent agreement, when you buy any SUSE product, you receive a patent covenant not to sue from Microsoft. This covenant applies to a SUSE offering independent of the channel of distribution, licensing terms, or whether any code is covered by GPLv2 or GPLv3.

“Having the right level of support is vital, and when you consider the various Linux distributions on the market, there is really only one that can be taken seriously for enterprise-scale deployments:  
**SUSE Linux Enterprise.**”

**ANTON SPITZER**

*Head, Infrastructure Services  
Porsche Informatik*

[www.suse.com](http://www.suse.com)



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