



# SUSE Support

Implementing SUSE solutions for the first time or expanding your IT infrastructure to meet the needs of the digital economy? SUSE® Support is your key to success with your enterprise-grade, open source solutions with a global partner that is always on, experienced and treats you like family.

## SUSE Support at a Glance:

- **Always on:**  
Available when you need us. Connect online using forums, knowledgebase articles, documentation and chat (online or phone).
- **Experienced:**  
Over 25 years of open source experience, affording you the deep technical expertise to quickly troubleshoot issues. Collaboration with product engineers and managers.
- **Treats you like family:**  
With you every step of the way, from logging new incidents to problem resolution. Just like family, SUSE Support is transparent, proactive and honest.
- **Product:**  
SUSE Support

SUSE works with an ecosystem of partners and communities to deliver enterprise-grade, open source solutions and will be your advocate for new features and upstream fixes for your open source solutions. Our holistic approach to support ensures you get the most of your software solutions. An open source solution backed by SUSE Support means you have the SUSE team behind you helping you achieve your business success.

### Backed by SUSE Support

Backed by SUSE Support means peace of mind for your business. From business critical systems to edge devices, if you are running open source software, you need to be sure you are backed with quality support. Because you cannot afford failure, downtime is not an option.

An open source solution backed by SUSE Support means you are using an enterprise grade, secure product that is hardened and secured for the most demanding of IT departments—yours.

You also receive proven, worldwide, follow-the-sun, personalized support from the leaders in open source. SUSE Support provides a holistic approach to support, ensuring that you get the most from your solutions, including access to hundreds of online articles, technical documentation, blogs and forums. The SUSE Support team cares about your business success.

SUSE Support is founded on three guiding principles:

1. **Always On.** SUSE Support is available when you need help. You can contact

us via phone, web or chat. SUSE provides flexible support options, so you always get the right level of support for your business. Follow the sun support means that you can access live people in your geography. You can also connect with SUSE through our forums (monitored by community members), knowledgebase articles and technical documentation.

2. **Experienced.** SUSE has more than 25 years of open source experience. Our support engineers have the deep technical knowledge to help you minimize downtime and quickly troubleshoot issues. Our support, product engineering and product management teams collaborate regularly with each other and the open source community, so we can proactively release multiple security patches and updates to your software.
3. **Treats You Like Family.** Our support engineers care about your success and are with you every step of the way, from logging a new incident to problem resolution, just like family. We are transparent and proactive and will communicate with you openly and honestly. Our goal is your complete satisfaction.

**“A community-supported Linux distribution would not provide the required infrastructure and support, leaving our network at risk. We wanted an enterprise-grade solution and SUSE was the obvious choice.”**

#### HELMUT TRILLER

IT Director Backend and Cloud Services  
Knorr-Bremse

Backed by SUSE Support means your business is secure in the knowledge that it will always have a relationship with a SUSE team that provides business value and customer satisfaction.

#### SUPPORT THE WAY YOU WANT IT

SUSE Support comes in two tiers, standard and priority, giving you the flexibility to choose the level of support that best meets your needs.

For software used in **non-critical production and test environments** without the need for 24x7 support coverage, we offer a SUSE Standard Subscription. With this support option, you receive:

- Access to the team during business hours, in your local geography.
- Access to all updates, patches and security fixes.
- Unlimited support cases and access to all SUSE product information, knowledgebase articles and forums.

#### Standard

Software Upgrades & Updates	Yes
Technical Support	Unlimited
Methods of Access	Chat, Phone, Web
Hours of Access	12x5
Response Time	2 Hours Severity 1 4 Hours Severity 2 Next Business Day Severity 3 Next Business Day Severity 4

For software used in **production environments and business-critical solutions**, we offer the SUSE Priority Subscription. With this support option, you receive:

- All the benefits of the SUSE Standard Subscription.
- Access to the team 24x7.
- Rapid response times of as little as 60 minutes.

#### Priority

Software Upgrades & Updates	Yes
Technical Support	Unlimited
Methods of Access	Chat, Phone, Web
Hours of Access	24x7
Response Time	1 Hour Severity 1 2 Hours Severity 2 4 Hours Severity 2 Next Business Day Severity 4

Choose the right open source solution for your business—choose a solution backed by SUSE Support

“The SUSE support is second to none—thanks to the close collaboration between SUSE, SAP and IBM, we get quick and comprehensive responses from the support team and can keep our systems running reliably.”

VOLKER FISCHER  
Senior Manager Server Services  
Bosch Group