



SUSE Multi-Linux Support Services

Jumpstart your journey to freedom of choice

SUSE Multi-Linux Support service provides an extra layer of support that preserves your freedom of choice. Whether you desire a quick health check of your current environment or the implementation of new solutions to simplify your diverse infrastructure, SUSE Multi-Linux Support Services provides the right expertise at the right time.

Choose the services your business needs to jumpstart your SUSE Multi-Linux Support Linux journey. Our Multi-Linux Support service offerings are designed to meet you where you are for a frictionless transition to a better solution that provides choice.

SUSE Multi-Linux Support Services

Jumpstart your SUSE Multi-Linux Support journey and increase your ROI

SUSE Multi-Linux Support Services are designed to provide a frictionless move to a SUSE supported environment. With three fixed-priced solutions, these service offerings range from enabling a “set it and forget it” model for small footprints to ensuring your complex footprint remains secure and compliant with SUSE Multi-Linux Manager. Whatever option you choose, with SUSE Multi-Linux Support Services, you can ensure that your transition to SUSE support is successful, providing a quick return on investment.

The offerings

SUSE Multi-Linux Support service comes in three tiers – one for every size business.

Onboard

The Onboard service is perfect for you if you have been running CentOS/RHEL7 with a standard infrastructure. The Onboard service gives you up to three days with a consultant who will validate your infrastructure and ensure its health.

With the SUSE Multi-Linux Support Onboard service you can rest assured knowing that you will have a smooth transition to SUSE support, including a frictionless transition to SUSE repositories.

The Onboard service is a remote offer only.

Automate

The Automate service is for those organizations who are adding SUSE Multi-Linux Manager to

their diverse infrastructure. SUSE Multi-Linux Manager is the only management solution that manages 16 disparate Linux distros -- including all variants of Enterprise Linux, CentOS, and SUSE Linux Enterprise Server. And it does it all from a single console.

The Automate service is a 2-week engagement that not only validates the health of your current infrastructure but also engages your team in the implementation of SUSE Multi-Linux Manager – from conducting discovery and design sessions to deployment and implementation through validation and testing. This engagement also includes knowledge transfer sessions so that when our team leaves, your team is prepared to take over.

The Automate service provides the ability to have a consultant onsite for a week; the remaining week will be remote.

Automate Plus

The Automate Plus service provides the same services as the Automate service but builds in the added flexibility to truly address your needs. For instance, you might need to scale SUSE Multi-Linux Manager to accommodate a growing infrastructure. Or you might want to pilot advanced automation with varying use cases. The choices are yours.

The Automate Plus service provides the ability to have a consultant on-site for a full two weeks. If needed, the consultant can be engaged for additional weeks remotely. At the end of that time, your team will have the knowledge they need to succeed.

At a glance

The table shows an at a glance benefit of the services.

Onboard	Automate	Automate Plus
<p>Complete SUSE Multi-Linux Support Readiness Assessment, which includes:</p> <ul style="list-style-type: none"> • Health check • Validation of SUSE Multi-Linux Support repositories • Testing SUSE Multi-Linux clients • Knowledge Transfer 	<p>All services included in Onboard</p> <p>plus:</p> <ul style="list-style-type: none"> • Delivery of SUSE Multi-Linux Manager Discovery and Design workshop. • Validation of SUSE Multi-Linux Manager deployment plan. • Deployment and configuration of SUSE Multi-Linux Manager • Validation and testing of SUSE Multi-Linux Manager deployment • Validation and testing of SUSE Multi-Linux Support repositories • Knowledge Transfer 	<p>All services included in Onboard and Automate</p> <p>plus:</p> <ul style="list-style-type: none"> • Recommended additional opportunities to scale SUSE Multi-Linux Manager adoption and use. • Piloting and testing of advanced automation use cases.

* Each service option includes oversight from a SUSE Customer Success Manager.

Why services?

Engaging with SUSE services makes sense for your business – both in return on investment and simplified support and maintenance. Engaging with services up front, reduces support costs later. Our services team will ensure that you have a safe and secure transition to the SUSE repositories supporting your CentOS/RHEL estates.

You will get best-in-class deployment of SUSE Multi-Linux Manager and you will learn best

practices of using automation for the entire Linux estate. The outcome: A better understanding of how best to use the entire SUSE Management feature set to keep your entire Linux environment secure and compliant.

SUSE Multi-Linux Support Services are designed to accelerate adoption, time to value, and reduce risk by sharing best practices and lessons learned from the field.

Make the smart choice. Engage with SUSE Services.

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