

IBM Support for Subscription for SUSE Linux Enterprise Server

Single-source product subscription and remote
technical software support

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Highlights

Reduce complexity and
cost while speeding time
to resolution

Facilitate high availability
for mission-critical and
enterprise-scale
applications

Modernize your IT
systems while bridging
traditional and software-
defined infrastructure

The wide variety and rapid growth of open source products has created the current challenges around adoption guidance, interoperability, and stack roadmap planning. Companies face security and transparency challenges in their open source applications and require a world class support for their entire IT ecosystems to enable their business operations continue to run efficiently. However, a lack of skilled technicians can force in-house developers to divert their time away from strategic business projects to resolve problems, resulting in lost productivity and persistent IT issues.

Open source software is the default choice for modern IT solutions and SUSE is a global IT provider for open source solutions thanks to their community-lead approach designed to enable clients to have the freedom and flexibility to meet their own unique digital transformation goals.

IBM Support and Subscription for SUSE Linux Enterprise Server offers a differentiated service for clients that run SUSE enterprise servers and embedded solutions across multiple platforms, including IBM® Power® Systems, IBM Z®, x86 and numerous public cloud providers.

With IBM as your support partner, you benefit from our deep technical and commercial relationship with SUSE while gaining access to our support expertise for infrastructure platforms and the broader open source ecosystem. With global coverage and almost two decades of history providing premium SUSE support, our services can help you optimize your hybrid cloud environment.

Reduce complexity and cost while speeding time to resolution

IBM Support and Subscription for SUSE offers procurement of SUSE subscriptions and a single-source support solution to help you with all SUSE Linux Enterprise Servers and Embedded Solutions. This remotely delivered service is designed to provide quick, affordable access to IBM technical specialists for problem resolution and adoption, helping make the implementation of SUSE software faster and more efficient. With IBM's single-source support and accountability you can mitigate the hassle of dealing with multiple vendors and accelerate problem resolution from reporting to resolution for improved system availability. IBM keeps your systems running smoothly so you can free up your teams to focus on innovation, business growth and strategic priorities.



Facilitate high availability for mission-critical and enterprise-scale applications

IBM is dedicated to keeping your business running around the clock. IBM support services are available 24x7 to answer how-to questions and address issues involving usage, installation, product compatibility and interoperability. We can also diagnose and isolate source code defects. IBM internal data tracking shows that we resolve 99% of SUSE Enterprise Linux issues in-house, without needing to engage SUSE for support. With IBM Support and Subscription for SUSE, you can prevent unplanned downtime while facilitating high system availability and increasing efficiency for your in-house IT teams.

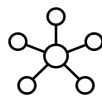
Modernize your IT systems while bridging traditional and software-defined infrastructure

SUSE provides a modular operating system that paves the way for IT transformation in the software-defined era. This modern and modular OS helps simplify your IT environment, modernize your IT infrastructure, and accelerate innovation while providing an engaging platform for your developers to work with.



Adaptability

SUSE Linux Enterprise Server includes a set of API's and services that abstract the details of the underlying hardware infrastructure to make it possible to write applications that can work with the widest range of architectures, servers, storage, and network options available. Additionally, systems and configuration management across all Linux distributions helps ease application workload migration, support, and automation.



Enhanced security levels

SUSE Linux Enterprise Server has Common Criteria Certification EAL4+ and FIPS 140-2 certifications, which enables a high level of security and cryptographic certification. They also offer improved hardware-based data security using AMD's Secure Encrypted Virtualization technology, enabling guest virtual machines to run in encrypted memory and helping to protect them from memory scrape attacks from the hypervisor.



Resilience and high availability

SUSE advantages include high availability in mission-critical environments. The High Availability Extension is a clustering system designed to virtually eliminate unplanned downtime. It can be deployed in both physical and virtual environments. Geo clustering keeps applications running across geographically separated availability clusters in the event of a cluster failure. Live Patching helps to improve business continuity and saves costs by reducing downtime, increasing service availability, and enhancing security and compliance.

You can count on
IBM Technology Lifecycle
Services to keep your
mission-critical systems
running smoothly 24x7

Conclusion

IBM Support and Subscription for SUSE is designed to provide a cost-saving strategic approach to maintaining your hybrid cloud environment while reducing complexity and time to resolution for SUSE technology. IBM provides access to a high level of technicians in nearly 130 countries around the world who are ready to address your complex support issues. IBM helps you optimize performance and system availability to increase your return on your IT investments and advance your digital transformation while giving you access to our team of specialized engineers with experience and expertise who help close the skills gap of your in-house IT staff.

Why Technology Lifecycle Services?

IBM Technology Lifecycle Services professionals have decades of expertise in the technology industry. Our technical support specialists and consultants support over 19,000 IBM and other original equipment manufacturer, hardware, and software products. The IBM-commissioned Forrester Total Economic Impact of Hybrid IT Support study found key benefits from multivendor support which can save clients time and money. Multivendor support from IBM reduced the time spent to manage vendors up to 22%.¹ You can count on IBM Technology Lifecycle Services to help you keep your mission-critical systems running smoothly 24x7.

For more information

To learn more about IBM Support and Subscription for SUSE, please contact your IBM representative or Business Partner®, reach out directly to an [IBM TLS expert](#), or visit www.ibm.com/services/multivendor-support

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¹ [The Total Economic Impact™ Of IBM Hybrid IT Support](#), a commissioned study conducted by Forrester Consulting on behalf of IBM, January 2023.

