# Customized Help When You Need It Most: Premium Support Engineers

**When your IT environment is truly business-critical, you need to be sure you can get help, quickly, from people who understand your environment and business needs. Premium Support Engineers help you get the most from your solutions, ensuring the highest levels of availability and productivity.**

■ Solutions:

Premium Support

### Complete Services from a Dedicated Expert

Getting the most from today's customized, open, multi-vendor environments is a real challenge. The skills and resources to support these kinds of complex systems are hard to find, especially if your solutions have been uniquely tailored to your business. We have the answer. With a Premium Support Engineer, you have direct access to a named and highly experienced expert who will:

■ *Understand your technical environment and get to know your in-house team by working closely with them*
■ *Be proactive to help you get more from your investment*
■ *Work with your team to address changing needs and avoid technical problems*
■ *Respond quickly to recommend appropriate solutions to fix even the toughest issues*

■ *Help you avoid downtime, minimizing costs and disruption to your business*

### Technical Support

Your systems are mission-critical and you require the most experienced and responsive engineers to address your complex technical Support issues. Engaging a Premium Support Engineer ensures you have a single point of contact for all your support queries. Your Premium Support Engineer is experienced, and has become familiar with your systems and your organization. He or she also has access to our entire support organization, making it possible to expedite the resolution of your issue. These Premium Support Engineers can identify and resolve issues quickly, often before they cause business disruptions. Your Premium Support Engineer is assigned based on product expertise. You choose the level of dedication and response times that best match your business needs.

# Your Premium Support Engineer will get to know your customized solutions in detail and will understand your unique business and technical environment.

**ASSIGNED SUPPORT ENGINEER**
An Assigned Support Engineer (ASE) provides the first level of personalized support, managing issues from recognition to resolution. Assigned Support Engineers are available over the phone during the support center's core business hours and respond to your call within an hour or less.

**PRIMARY SUPPORT ENGINEER**
A Primary Support Engineer (PSE) solves problems and provides proactive recommendations for your business systems. Because they are assigned to only a few accounts, these engineers can give you more of their time and develop a more personalized technical support relationship with your business. A Primary Support Engineer will visit you onsite periodically during the year.

Our Primary Support Engineers are located in major cities and near our field offices, allowing them to have a closer relationship with their customers while maintaining a tight link to our support infrastructure.

**DEDICATED SUPPORT ENGINEER**
A Dedicated Support Engineer (DSE) serves and supports your business as the primary focus of their activities. They solve problems, perform proactive maintenance, work closely with our resources to resolve issues and work onsite at your business. There is no stronger support relationship available than that of the Dedicated Support Engineer, situated in your office and focused on your business systems' needs.

## Custom Development

As your business needs evolve, you need to create and update policies, custom drivers, scripts and other custom code. Often, these projects are critical to realizing the maximum benefit of your solution, but too small to require a full-scale consulting

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engagement. Having access to a Consulting Custom Developer (CCD) is the answer. This developer acts as an extension of your IT staff, handling small-scale custom development needs such as upgrading custom drivers, implementing test strategies and providing ongoing code maintenance (e.g., policy and work-flow adjustments). Your Consulting Custom Developer understands your environment, is your direct point of contact and can quickly be leveraged to address your custom coding needs. Your developer is staffed in a services center and is available to assist you during normal business hours (U.S. Mountain Time).

Your Consulting Custom Developer will work closely with your Service Account Manager and an assigned project manager to ensure your needs are being met and your resources are best utilized. If you do not already have a Service Account Manager through your existing service agreement, one will be assigned to you. Details for all the Premium Support Engineers can be found in the following table:

PREMIUM SUPPORT ENGINEERS

| Benefit | ASE | PSE | DSE | CCD |
|---|---|---|---|---|
| Dedication Level | Assigned Contact | Semi-dedicated contact | Fully dedicated contact | Assigned Contact |
| On site | Optional | Up to four days per year | Up to four days per week | Optional |
| Response | One hour | 30 minutes | 15 minutes | One business day |
| Hours of Access | Business hours | Priority Subscription: 24×7 | Priority Subscription: 24×7 | Business hours (U.S. Mountain Time) |
| | | Standard Subscription: 12×5 | Standard Subscription: 12×5 | |
| Account Management | Included | Included | Included | Included |
| Health Check | Optional | One | Two | N/A |
| Service Summary Reports | N/A | Quarterly | Quarterly | Quarterly |

## Service Account Management

Your Premium Support Engineer partners with your Service Account Manager to ensure you get the most from your solutions. Your Service Account Manager develops a close working relationship with your business to gain an in-depth knowledge of your technical support needs. Service Account Managers advocate and coordinate the efforts of services personnel on behalf of your business.

## Skills Matched to Your Requirements

The skills of your Premium Support Engineer will be closely matched to focus on one or two of the products you have implemented.
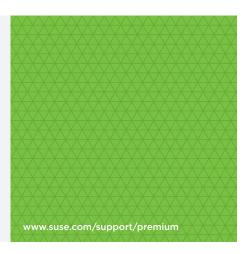
**Your Premium Support Engineer will not only understand your unique business and technical environment, but will also have in-depth technical knowledge of your customized solutions.**

If you run a variety of our products you may need more than one Premium Support Engineer.

## Total Support for Your Solutions and Technology

You need access to someone who has unrivaled experience in the appropriate technologies, and who also understands the complexities that often arise in a multi-vendor environment. Your Premium Support Engineer will not only understand your unique business and technical environment, but will also have in-depth technical knowledge of your customized solutions.

## Our Services Deliver the Backing and Assurance of the Extensive SUSE® Ecosystem

We offer the technical support, training, consulting expertise and partner network you need to implement, deploy and maintain a lower cost infrastructure with higher reliability. With expertise tailored to fit your needs, we are always there to ensure you succeed in maximizing your IT investment. To purchase a Premium Support Engineer, contact your Authorized Reseller or your Sales Representative.

Your Premium Support Engineer provides a single point of contact for all support queries—whether it is day or night. And to solve your technical issues as quickly as possible, response times are scaled to match your business needs

www.suse.com/support/premium

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

1 800 796 3700 U.S./Canada
1 801 861 4500 Worldwide

SUSE
Maxfeldstrasse 5
90409 Nuremberg
Germany

SUSE
We adapt. You succeed.