

IBM Support and Subscription for SUSE Linux Enterprise Server

Single-source product subscription
and remote technical software support



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 new challenges around adoption guidance, interoperability and stack roadmap planning. Companies face security and transparency challenges in their open source applications and require expert support for their entire IT ecosystems to ensure 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 leader in 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. According to Gartner Peer Insights, “94% of users recommend SUSE Linux® Enterprise Server and 100% of customers give SUSE Linux Enterprise Server 4 stars or above.”¹

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 Systems®, 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 avoid 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 provides the highest levels 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 improves business continuity and saves costs by reducing downtime, increasing service availability and enhancing security and compliance.

Conclusion

IBM Support and Subscription for SUSE provides a cost-saving strategic approach to maintaining your hybrid cloud environment while reducing complexity and time to resolution for SUSE technology. The service expands IBM's comprehensive support solutions for your open ecosystem with support for more than 250 community open source software packages and 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 industry experts who help close the skills gap of your in-house IT staff.

Why IBM Technology Support Services?

IBM Technology Support Services professionals have deep expertise in the technology industry. Our experts support over 30,000 IBM and other original equipment manufacturer, hardware and software products. In fact, "The Total Economic Impact of IBM Hybrid IT Support" study from Forrester, which was based on interviews from 286 IT decision-makers who have engaged IBM for multivendor support, found a 21% reduction in the time staff spent on these tasks.² You can count on IBM Technology Support Services to help you keep your mission-critical systems running smoothly 24x7.

For more information

To learn more about how to optimize IT maintenance for your hybrid cloud environment, please contact your IBM representative or IBM Business Partner, or visit ibm.com/services/technology-support/open-source.

IBM Global Financing provides numerous payment options to help you acquire the technology you need to grow your business. We provide full lifecycle management of IT products and services, from acquisition to disposition. For more information, visit ibm.com/financing.

© Copyright IBM Corporation 2022

IBM Corporation
New Orchard Road
Armonk, NY 10504

Produced in the
United States of America
June 2022

IBM, the IBM logo, IBM Power and IBM z Systems, are trademarks or registered trademarks of International Business Machines Corporation, in the United States and/or other countries. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on ibm.com/trademark.

The registered trademark Linux is used pursuant to a sublicense from the Linux Foundation, the exclusive licensee of Linus Torvalds, owner of the mark on a worldwide basis.

1. SUSE Linux Enterprise Server Ratings in Gartner Peer Insights, SUSE LLC, 2021
2. The Total Economic Impact of IBM Hybrid Support, a Forrester Study commissioned by IBM, July 2021

