

# SUSE® Linux Enterprise Server Priority Support *for SAP Applications*

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### **What is the announcement?**

SAP and Novell have extended their relationship to offer a new joint support solution for customers who run their SAP\* applications on SUSE Linux Enterprise Server from Novell®. With today's announcement, customers who run their SAP applications on SUSE Linux Enterprise Server now have a single support entry point to cover their entire infrastructure, reducing complexity and lowering the total cost of ownership. SUSE Linux Enterprise Server Priority Support *for SAP Applications* is a maintenance and support package that will be seamlessly integrated through the SAP Solution Manager into the SAP Global Support backbone for managing the entire life cycle of SAP applications.

### **How does this agreement benefit customers?**

Customers who run their SAP workloads on SUSE Linux Enterprise Server will now have a one-stop resource for support for their SAP infrastructure—from the operating system to the application—reducing complexity and lowering the total cost of ownership of their SAP investment. Customers will now get integrated and seamless support for both their Linux operating system and SAP deployment.

In addition, Novell and SAP will collaborate to further optimize SUSE Linux Enterprise Server for the SAP Application Suite in the areas of performance, reliability and scalability. Details will be available before the end of this year.

### **What are the details of this new service—SUSE Linux Enterprise Server Priority Support *for SAP Applications*?**

SAP customers who purchase SUSE Linux Enterprise Server Priority Support *for SAP Applications* will get significant benefits in the form of integrated and seamless customer support from both companies and an optimized application and operating system stack.

The elements of the support service are:

- Customers buy a subscription to SUSE Linux Enterprise Server from Novell, which features integrated high availability and Xen\* virtualization technologies designed specifically for SAP.
- Customers buy a Priority Support subscription, which entitles them to:
  - 24x7 support
  - Unlimited service requests
  - Electronic and telephone support (target response time is one hour for telephone support and four hours for electronic support)
  - SUSE Linux Enterprise Server Fundamentals Training Kit 3071 (a US\$495 value)
  - Seamless use of SAP systems (SAP Service Market Place / Telephone / SAP Solution Manager)

### **What are the details of the 90-day introductory promotion?**

To encourage customers to take advantage of this agreement, SAP and Novell have created a 90-day offer for SUSE Linux Enterprise Server Priority Support *for SAP Applications*. This promotion includes:

- A 50-percent discount for current SAP and SUSE Linux Enterprise customers who have standard or basic support for their servers running SAP workloads and want to upgrade these to the new offering. This discount only applies to the first year. Renewals will be regular price for SUSE Linux Enterprise Server Priority Support for SAP following the first year.
- A 15-percent discount for current SAP customers and new SUSE Linux Enterprise Server customers. This discount only applies to the first year. Renewals will be priced at the SAP price following the first year.
- This special 90-day offer currently excludes zSeries deployments.

For more detailed information please download our promotion flyer at [www.novell.com/sapsupport](http://www.novell.com/sapsupport)

### **How do customers buy?**

SAP will refer customers to Novell to purchase a subscription for SUSE Linux Enterprise Server Priority Support *for SAP Applications*. This new offering from Novell is designed specifically for SAP customers. The service only covers Linux\* servers that are hosting a component of the SAP infrastructure. Currently, the only way to purchase the subscription is through an on-line portal available at [www.novell.com/sapsupport](http://www.novell.com/sapsupport). Other ways to purchase this directly from Novell or via our partners will be made available and announced in the future.

### **How does this agreement change the technical relationship between SAP and Novell?**

This agreement builds on a long history of close technical collaboration between SAP and Novell. SUSE was one of the earliest members of the SAP Linux Lab. SUSE Linux Enterprise is the only Linux distribution to have its implementation of Xen virtualization validated for SAP workloads and to have a certified High Availability solution for SAP.

Following today's agreement, Novell and SAP plan to work together in the future to further optimize SUSE Linux Enterprise Server for SAP application platforms, including SAP NetWeaver\*, SAP MaxDB\* database and the SAP Business Suite\*. The combination of SAP Business Suite on SUSE Linux Enterprise Server will provide consistent manageability of SAP applications in mixed, open source and commercial software environments. SAP and Novell are also publicly affirming their commitment to drive better interoperability across the software stack and plan to provide a joint roadmap of manageability standards by the end of 2007.

### **How does this agreement change the business relationship between SAP and Novell?**

This agreement strengthens the already close relationship between SAP and Novell. Now, SAP officially recommends SUSE Linux Enterprise Server as a preferred platform for customers who want to deploy SAP on Linux. SAP will promote this offering to its customers through its multiple routes to market and encourage its Linux customers to sign a support agreement with Novell. To promote this

offering, the companies are funding a joint marketing program to promote the support solution to the SAP community. Novell will also dedicate part of its sales force to focus exclusively on SAP solutions.

**Why did SAP choose to enter this agreement with Novell?**

In order to better serve its customers, SAP is entering into this agreement with Novell so customers have best-in-class support for their operating system in addition to the best-in-class support that SAP delivers for the application suite. Through this agreement, SAP continues its commitment to deliver value to customers who choose to run open source and commercial software based on open standards. This agreement is about making Linux more viable for SAP applications.