

Datasheet

Business Critical Linux Support for SUSE LINUX Enterprise Server

Worldwide and exclusive Premium Support for all x86_64 platforms running SUSE Linux Enterprise Server for installations with business critical applications.

Overview

SUSE Linux Enterprise Server is an open source-enterprise-grade server operating system (OS) that runs business critical workloads in virtual, cloud and classical client-server environments.

New features are typically provided annually via service packs and new versions, however, installing these updates results in a changed behavior of the OS. These changes might lead to a destabilization of the applications running on the OS. Extensive regression tests and checking for incompatible behavior of business critical applications has to be performed with each update.

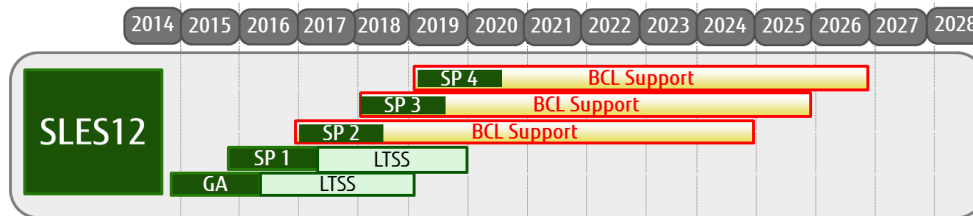
Fujitsu is providing an **exclusive new support** offering, SUSE Business Critical Linux. This offering guarantees long-term support of **up to 8 years per service pack** for customers who want to minimize risk and cost by maintaining running systems for as long as possible without change. Now organizations regain control over when to apply update.

Additionally, SUSE Business Critical Linux **provides 30-minute response times** for customers who require minimum downtime and rapid response in the event of unplanned downtime for mission-critical systems. A **special worldwide team of Fujitsu and SUSE experts** distributed across multiple time zones ensures quick response times.



Features

Graphical presentation of the up-to-8-years-per-service-pack



Subscriptions

The SUSE LINUX Enterprise Server subscriptions comprise the right to use SUSE’s maintenance services for a limited period of time.

Subscriptions contain keys for registering the product at the SUSE Customer Center, where customers can download patches and updates as well as complete version upgrades for use **on systems with a valid Subscription** (maintenance).

These Subscriptions can be used in 12, 36 or 60 month increments for all SUSE Linux Enterprise Server versions and for the High-Availability Extension, from SLES 12 SP2 and SLES 15 SP1 for x86, Intel EM64T & AMD64 (bare metal or virtual).

Sales regulations

The following regulations have to be followed.

- (1) Generally all products described below may only be used on released and certified Fujitsu hardware.
- (2) The appropriate subscription must be selected according to the regulations concerning the number of sockets and the operation mode (physical / virtualized).
- (3) All subscriptions may either be purchased together with the hardware on which they are to be used or as a renewal. They are offered with terms of 1, 3 and 5 years. Since these products are version-independent, it makes economic sense to opt for multiple years. The three-year products are offered for 2.5 times the price for a single year.
- (4) In case of hardware replacement, subscriptions may be transferred from the old to the new hardware as long as the rules regarding the number of sockets and operation mode are observed.
- (5) On renewal of expiring subscriptions the new subscriptions need to be registered without a time gap on expiry of old subscriptions.

Ordering information about the products can be found in the corresponding Product Facts under <http://www.fujitsu.com/fts/products/computing/servers/primergy/os/linux/index.html>

Support

In addition to SUSE Business Critical Linux Fujitsu provides a uniform support offering (Linux Support Packs) for Linux on x86 servers across EMEA:

Response time	Severity 1	Severity 2
SLES default	4 hours	8 hours
SLES priority	1 hour	2 hours
Business Critical Linux	½ hour	1 hour

For all SUSE Business Critical Linux subscriptions the purchase of related SUSE Business Critical Linux Support Packs from Fujitsu is mandatory.

To use any support, it is necessary to register the obtained key on the SUSE Customer Center and the Support Pack on the Fujitsu Support Portal.

Hardware releases and certifications

In line with our Linux strategy all PRIMERGY and PRIMEQUEST servers are released and certified for SUSE LINUX Enterprise Server. The current release status of the server and hardware components can be found in the hardware data sheets and the [OS release information](#).

All x86 models released for SUSE LINUX Enterprise Server are certified initially approx. four weeks after the Linux release on the part of Fujitsu for SUSE LINUX Enterprise Server and added to the SUSE hardware compatibility list HCL "YES Certified Bulletin": <http://developer.novell.com/yessearch/Search.jsp>.

References

You can find information on Linux at FUJITSU at: <http://www.fujitsu.com/fts/products/computing/servers/primergy/os/linux/index.html>

Further SUSE information like server certifications for SUSE Linux Enterprise Server are described on https://partners.ts.fujitsu.com/com/products/servers/primergy/opsys/linux/Pages/novell_references.aspx

Please take note of the separate hardware data sheets and the Product Facts for the SUSE Linux Enterprise Server.

Contact

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Munich, Germany

More information

Fujitsu products, solutions & services

Products

<http://www.fujitsu.com/fts/products/>

In addition to Business Critical Linux, Fujitsu offers a full portfolio of other computing products:

- Storage systems: ETERNUS
- Server: PRIMERGY, PRIMEQUEST, Fujitsu SPARC M10, BS2000 Mainframe
- Client Computing Devices: LIFEBOOK, STYLISTIC, ESPRIMO, FUTRO, CELSIUS
- Peripherals: Fujitsu Displays, Accessories
- Software
- Network

Solutions

<http://www.fujitsu.com/fts/solutions>

Infrastructure Solutions are customer offerings created by bringing Fujitsu's products, services and technologies together with those from partners.

Industry Solutions are tailored to meet the needs of specific verticals.

Business and Technology Solutions provide a variety of technologies developed to tackle specific business issues such as security and sustainability, across many verticals.

Services

www.fujitsu.com/fts/services/

Application Services support the development, integration, testing, deployment and on-going management of both custom developed and packaged applications.

Business Services respond to the challenge of planning, delivering and operating IT in a complex and changing IT environment.

Managed Infrastructure Services enable customers to deliver the optimal IT environment to meet their needs.

More information

To learn more about Fujitsu, please contact your Fujitsu sales representative, Fujitsu business partner, or visit our website.

<http://www.fujitsu.com/de>

Fujitsu green policy information

Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global know-how, we aim to resolve issues of environmental energy efficiency through IT. Please find further information at: www.fujitsu.com/global/about/environment/



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