SUSE One Partner Program – Manage Specialization Guide

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About This Guide

The SUSE One Partner Program Manage Specialization Program Guide describes the SUSE program under which a Manage Specialization Partner[1] may offer SUSE product subscriptions in an on-demand (multi-tenant) or managed hosting (single-tenant) arrangement. This guide is referenced in the SUSE Cloud Service Provider Schedule which is an amendment to the SUSE Standard Partner Agreement (SPA). The Schedule contains the detailed terms and conditions to which a CSP must agree prior to offering SUSE subscriptions for use in cloud models.

> **NOTE:** See the FAQ section of this document for more details on specific topics.

Architecture Overview

SUSE, a pioneer in open source software, provides reliable, interoperable Linux, cloud infrastructure, and storage solutions that give enterprises greater control and flexibility. Through the SUSE Cloud Service Provider (CSP) Program, you can expand your customer base and increase revenue by offering your customers SUSE Linux Enterprise products on demand in your cloud. The flexibility of the SUSE Linux Enterprise model means your customers can develop and test new applications, or migrate existing certified applications to the cloud, via managed hosting or a seamless, pay-as-you-go purchase experience. The SUSE CSP Program provides a licensing model that has been tailored to fit the cloud business model and enables CSPs to offer SUSE products in the cloud with pay-as-you-go pricing. As a CSP, you act as a reseller of SUSE products, using time increments of one hour, one month or one year. SUSE works with you to ensure that you receive the right level of our award-winning enterprise Linux support so you can keep your customers' servers running 24/7. If you are providing managed hosting services, the SUSE CSP program allows you to provide SUSE Linux Enterprise products to your customers in a dedicated environment to run their business applications. As part of the program, you can include SUSE Manager to easily update and monitor your hosted Linux systems to ensure the security and compliance of your environment. SUSE partners with you to ensure that you have resilient and fully supported infrastructure for your customers. If you are a CSP who wants maximum flexibility and return on investment, the SUSE Cloud Service Provider program is the answer.

Application Process

To enroll in the SUSE CSP Program, speak with your SUSE representative or send an email to publiccloud@suse.com and a SUSE CSP program representative will follow up promptly to initiate the process.

Program Requirements

The following items are required for participation in the SUSE CSP Program:

- A current SUSE Standard Partner Agreement (SPA) and CSP Schedule
- Membership in the SUSE Partner Program
- Adherence to the SUSE Public Cloud Infrastructure Setup Guide
- Ability to provide Level 1 and Level 2 support to end customers
- A process for metering SUSE product usage in your cloud
- Monthly tracking, and monthly invoicing reports by country

1 All Guide references to Cloud Service Provider (CSP) = Manage Specialization Partner

Guest Image

The creation of the guest image—the image that provides the basis for the instances CSP customers will use—is the responsibility of the CSP. The content of the guest image is customizable to the desires of the cloud framework provider. For an image to be considered supportable, the image must have at least the Minimal Pattern installed. In addition to this, a cloud image generally requires some initialization code that handles SSH key injection, account creation and other housekeeping tasks. This initialization code can be cloud-init, an open-source solution found in the Public Cloud Module repository, or some other initialization implementation. Please refer to the SUSE Public Cloud Infrastructure Setup Guide located in the "Cloud Computing" section at https://documentation.suse.com/sbp/all/ for additional detail.

Maintenance

The CSP is required to ensure that the SUSE images that are hosted on the CSP partner's infrastructure are kept up to date with the most current patches from SUSE.

SUSE publishes the SUSE Public Cloud Infrastructure Setup Guide, which details image creation and maintenance requirements for SUSE images hosted in partners' clouds. The Guide provides detailed guidance for CSP partners in setting up a highly-available and scalable infrastructure for hosting SUSE-certified images, as well as an update infrastructure to ensure SUSE image accessibility, persistence and security. The CSP is required to ensure that the patching infrastructure is secure and that patches are only accessible by qualified customers. Separate patching infrastructures are required for separate products (for example, SUSE Linux Enterprise Server and SUSE Linux Enterprise Server for SAP). The Guide is located in the "Cloud Computing" section at https://documentation.suse.com/sbp/all/

Support

The CSP is required to provide Level 1 (L1) and Level 2 (L2) support to their end customer. SUSE support is delivered as Level 3 (L3) support to the CSP partner. SUSE does not provide support directly to the end customer. Support level definitions are provided in the Glossary and at SUSE Support Handbook located at: https://www.suse.com/support/handbook

Metering

A CSP partner must be able to account for all the consumption of SUSE offerings within their service in order to report usage to SUSE, as defined under the reporting section below. Metering must be consistent with the revenue units that SUSE is offering to the partner, and the CSP partner must be able to account for total consumption of every hour, month, year or other unit of measure consumed by the partner's customers and resellers.

Reporting

A CSP partner is required to report usage to SUSE monthly as defined by the terms indicated in the CSP Schedule. Reporting will be either direct to SUSE or through a Fulfillment Agent (FA) depending on the terms of the CSP Schedule. By the 10th day of each calendar month, the CSP partner must submit to SUSE a complete and accurate usage report by country. The CSP partner must identify the applicable time period on the report and must submit the foregoing reports to SUSE or their FA, regardless of whether the CSP partner owes fees to SUSE in that particular time period.

Subscriptions

SUSE offers several types of subscriptions through the SUSE CSP Program, which differ depending on the usage model.

End Customer Subscriptions

End customer subscriptions are purchased by the CSP partner to host and resell to end customers on the partner's cloud.

SINGLE-TENANT AND MULTI-TENANT

The SUSE Cloud Services Price List describes two types of SKUs:

- Multi-tenant. Multi-tenant platform pricing listed under the "Cloud" section of the SUSE Cloud Services Price List is used for an on-demand

model: when a partner has multiple end customers running virtual guests on a server, and the size of the virtual guest is based on the number of physical cores (or any portion thereof) that is allocated to the virtual guest. These SKUs may be used to offer SUSE products in an on-demand, multi-tenant scenario, and are offered in time increments of per-hour and per-month.

- Single-tenant. Dedicated-user pricing listed under the "Hosting" section of the SUSE Cloud Services Price List is used for a managed hosting model: that is, software subscriptions sold on a single system or virtual machine that is running on a hypervisor that is dedicated to no more than one end customer for the term of the software subscription. Dedicated user subscriptions may not be shared by more than one customer. These SKUs may be used to offer SUSE products in a dedicated user scenario and are offered in time increments of per-month.

END CUSTOMER SUBSCRIPTION TYPES

SUSE offers subscription types that accommodate a variety of hosting and support models:

- **L3-Standard.** CSP partner provides L1/L2 support to end customer and SUSE provides Standard (12x5) L3 support to CSP partner.
- **L3-Priority.** CSP provides L1/L2 support to customer and SUSE provides Priority (24x7) L3 support to CSP partner.

For more detail on hours of coverage, response times and the process for opening a service request, see the SUSE Support Handbook located at: https://www.suse.com/support/handbook

EVALUATION SUBSCRIPTIONS

For hosting end customer workloads that are not considered production (for example, pilot or proof-of-concept deployments), the CSP partner may use 60-day evaluation subscriptions available at: https://www.suse.com/trials/

SUSE Image Subscriptions

SUSE image subscriptions are used by the CSP partner to create and maintain SUSE images that the CSP partner is hosting in their cloud service for end customers. These subscriptions are available at no cost to the CSP partner.

HOW TO GET INITIAL REGISTRATION CODES

Registration codes are required for access to the SUSE update repositories. Upon execution of the SUSE CSP Schedule, the CSP should contact their SUSE representative or send an email to publiccloud@suse.com indicating the type of product they wish to host in their infrastructure. The registration code will be delivered to the primary contact with instructions on how to set up an account in SUSE Customer Center from which the registration codes can be managed. Only one registration code is required per product type. The registration keys have an expiration date and will need to be renewed. These subscriptions are not exposed to the end customer.

Cloud Infrastructure Subscriptions

Cloud infrastructure subscriptions are purchased by the CSP partner to build the cloud infrastructure on which the hosting or on-demand services are offered. These subscriptions are **not** exposed to the end customer. The CSP partner may purchase subscriptions used for cloud infrastructure from the multi-tenant (cloud) or single-tenant (hosting) SKUs listed on the SUSE Cloud Services Price List. This covers subscriptions needed to build out the update infrastructure according to the setup guide. The CSP needs to purchase priority support SKUs for any server that is used to build out the update infrastructure. There is no restriction on the number of subscriptions used for infrastructure construction.

Internal Use Subscriptions

Internal Use subscriptions are those subscriptions that are used by the CSP partner which are not directly related to the cloud service offering that the CSP partner is providing to end customers. There are two types of internal use subscriptions.

PRODUCTION SUBSCRIPTIONS

Production subscriptions are used by the CSP partner to run production workloads not related to the cloud service offering that the CSP partner is providing to end customers. In any single month, a CSP partner may consume up to 50% of the total reported subscriptions (based on total subscriptions consumed) for its internal use. In no case may the CSP partner's internal consumption of SUSE subscriptions under the CSP program exceed consumption by its end customers. CSP partners must report and pay the fees for any internal use subscription in the same manner as subscriptions sold to an end customer and must otherwise comply with the terms and conditions of the CSP Schedule.

TEST AND DEVELOPMENT SUBSCRIPTIONS

Test and development subscriptions are used by the CSP partner to run test or development workloads that are not considered production workloads. Test and development subscriptions are available at no charge to CSP partners through the SUSE partner program.

Subscription Matching

The CSP partner must offer its end customers SUSE subscriptions in time increments that match the SUSE subscriptions that the CSP partner purchases from SUSE, unless otherwise agreed to in writing. For example, SUSE Linux Enterprise Server sold hourly to the CSP partner can only be offered to end customers on an hourly basis. Subdivision of a subscription or revenue unit is not permitted. For example, a partner may not purchase a monthly SUSE Linux Enterprise Server SKU and resell it as individual hours to end customers.

CSP Product Portfolio

SUSE offers a broad portfolio of products in the SUSE CSP Program, including:

- SUSE Linux Enterprise Server
- SUSE Linux Enterprise Server for SAP Applications
- SUSE Linux Enterprise High Availability Extension
- SUSE Manager
- SUSE Linux Enterprise Live Patching
- Long Term Service Pack Support (LTSS)

A larger number of SUSE products are available for hosting scenarios versus on-demand. Details on which SUSE products are available under which hosting models are contained in the SUSE Cloud Services Price List. CSP's should register at the SUSE Partner Portal to access the SUSE Cloud Price Lists. https://partner.suse.com

SUSE Linux Enterprise Server

SUSE Linux Enterprise provides the most advanced foundation for your mission-critical workloads. Our scalable, flexible solution evolves with your business needs. SUSE Linux Enterprise Server is designed for mixed IT environments, certified on all major hardware platforms and supports all major hypervisors. SUSE Linux Enterprise Server for x86/x86-64 are available on the Cloud Services Price List. Other architectures may be added as requested.

KEY FEATURES

- Increase reliability and reduce costs with Advanced RAS
- Achieve zero downtime with Live Patching Easily customize your system using YaST®
- Full support for Docker for automated deployment of applications inside Linux containers
- Stay ahead with cloud-ready networking using Wicked
- Gain operational advantage with the standards-based SolidDriver program

SUSE Linux Enterprise Server for SAP Applications

Get the most from your SAP HANA and SAP business application software with decreased downtime, greater operating efficiency and accelerated innovation. Utilize your business data in real time with the power of SAP and the reliability, availability and serviceability of SUSE Linux Enterprise Server for SAP Applications. This is the only solution that supports both x86-64 and IBM Power Systems servers.

SUSE is now providing **SUSE Linux Enterprise Server for SAP Applications** with the additional capabilities of SUSE Linux Enterprise Live Patching, and SUSE Lifecycle Management Module, the client

license for SUSE Manager Server, at no additional charge. For CSPs, this is specifically focused on the SLES for SAP Application offerings within the 'Cloud' multi-tenant section of the CSP price list. The inclusion of SUSE Linux Enterprise Live Patching facilitates better uptime while maintaining deployed systems. The inclusion of SUSE Manager's client license greatly simplifies the management of SLES for SAP Applications cloud deployments by removing the need to pay and account for all the CSP deployed systems. The result is a better enterprise ready offering.

KEY FEATURES
- Built-in high-availability clustering for reduced downtime
- Automated failover for SAP HANA database
- Full system rollback, including service pack updates for fast error recovery
- SAP HANA database firewall secures in-memory data
- Installation wizard fully automates SAP HANA and NetWeaver installations
- Page cache limit sustains SAP application performance
- Linux containers with Docker for automated application deployment Seamless priority support from SAP and SUSE

SUSE Linux Enterprise High Availability Extension

Maximize your service availability and virtually eliminate downtime. SUSE Linux High Availability Extension provides mature, industry-leading open-source high-availability clustering technologies that are easy to set up and use. It can be deployed in physical and/or virtual environments, and can cluster physical servers, virtual servers or any combination of the two to suit your business needs.

KEY FEATURES
- Manage Pacemaker HA clusters using High Availability Web Konsole (Hawk)
- Easy and fast setup
- High performance Oracle Cluster File System 2 (OCFS2)
- Feature-rich Global File System 2

- A mature, fifth-generation Pacemaker-based HA solution
- HAProxy support to complement the Linux virtual server load-balancer
- Update to the latest Relax & Recover (ReaR) version
- Support for EMC NetWorker connector and Btrfs file system included

SUSE Manager

SUSE Manager delivers best-in-class open source infrastructure management capabilities that empower IT to reduce complexity and regain control of IT assets by enabling you to comprehensively manage Linux systems with a single, centralized solution. SUSE Manager provides automated and cost-effective software, asset, patch and configuration management, as well as system provisioning and monitoring capabilities. These capabilities enable you to easily manage your enterprise Linux system deployments across physical, virtual and cloud environments. As a result, your organization can decrease total cost of ownership while securing enterprise systems and improving compliance and service quality.

KEY FEATURES
- Manage multiple Linux distributions (SUSE and Red Hat) from a single, centralized console
- Compatible with a wide variety of hardware across physical, virtual and cloud environments
- Easily maintain and demonstrate compliance to internal security policies and external regulations
- Standard approach to maintain Linux security
- Simple, automated hardware and software inventory with advanced reporting

SUSE Linux Enterprise Live Patching

Live Patching is a cutting-edge technology that improves business continuity and saves costs by reducing downtimes, increasing service availability and enhancing security and compliance.

Using Live Patching, you can apply patches to your Linux kernel without rebooting your system. Your applications keep running while you patch the

Linux kernel for critical updates. With Live Patching for x86, IBM Power, IBM Z and LinuxONE you can maximize uptime for a wide range of systems and applications.

Live Patching is independent of the application running on the Linux kernel. So you can keep running any of your business-critical applications ranging from enterprise Artificial Intelligence apps, big data analytics, databases (Oracle, SQL, etc.) to performance demanding in-memory database applications such as SAP HANA.

KEY FEATURES
- Reduce downtimes for both planned and unplanned downtimes by patching your systems when you need to
- Keep your business up and running with increased service availability by enabling your business-critical services to run without interruption.
- Enhance security & compliance by ensuring systems stay up-to-date with security patches and the capability to audit applied patches.

Long Term Service Pack Support (LTSS)
Long Term Service Pack Support (LTSS) is an extended support program that offers support and service beyond the general support period. It allows you to maintain your current operating-system version longer, preserving both the stability and security of your data center, as you transition from one service pack version to the next. With Long Term Service Pack Support you can receive three years of extended support, in addition to the standard ten years of support for each major version of SUSE Linux Enterprise Server, for a total of 13 years.

KEY FEATURES
- Access to SUSE's award-winning support organization for unlimited service requests
- Hours and response times are determined by your subscription level
- Priority subscriptions provide 24x7 coverage with 1-hour response for critical issues
- Standard subscriptions offer 12x5 coverage with 2-hour response time for critical issues

- Fixes for severity-level 1 (Critical) and 2 (High) defects[2]

Long Term Service Pack Support does not include any software enhancement requests or hardware enablement. It is available as an extension to an existing SUSE Linux Enterprise Server subscription and is not available for new deployments that are past the end date of general support.

Pricing
Pricing for the SUSE subscriptions offered under the SUSE Cloud Service Provider Program is governed by the SUSE Cloud Services Price List.

Cloud Services Price List
The SUSE Cloud Services Price List is published monthly and is available to all SUSE CSP partners via the SUSE Partner Portal (https://partner.suse.com). The SUSE Cloud Services Price List contains pricing for all SUSE SKUs that are offered under the SUSE CSP Program, both for multi-tenant on-demand hosting and single-tenant managed hosting. The prices listed on the SUSE Cloud Services Price List are the prices at which the CSP partner may purchase the SUSE SKUs.

Yearly SKUs
SUSE also offers multi-year SKUs which are available on the Cloud Services Price List. These SKUs can be purchased (in exception to the standard royalty reporting process) as follows:

- Cloud Services Providers who would like to order 1-Year, 3-Year, and/or 5-Year -subscriptions can do so by submitting a separate Purchase Order (PO) to SUSE or by including these Subscriptions into the regular report in a separate table stating "upfront annual usage"
- After the first notification (based on PO or initial report) the Partner is exempted from the obligation to mention these subscriptions in the monthly reporting for the remaining 1-year, 3-year, or 5-year period for which these subscriptions had been purchased/reported in the first month

2 See Severity Level Descriptions in the Glossary

- Payment for these subscriptions shall be due upfront. The upfront payment should include the full cost of the 1-year, 3-year or 5-year subscription.
- Obligations for the reporting of monthly and hourly subscriptions as stated in this Guide will not be affected
- POs for 1-Year, 3-Year subscriptions, or 5-Year subscriptions can't be cancelled before the expiration of their full term
- Renewals of these subscriptions shall be processed in the same way as initial purchases either based on a PO or based on a report

Add/Drop SUSE Software

SUSE reserves the right at any time to add or drop SUSE software from the SUSE Cloud Services Price List. A specific version of a product (for example, SLES 12 SP1) will go end of life at a certain point in time, after which SUSE will not provide updates or support. The mitigation in this case is to move to a newer version that is still under support. SUSE open-source-based products come with eternal use rights, so in the unlikely event we completely stop a product, you may continue to use it, but SUSE will no longer provide updates or support.

Price Change Policy

SUSE may decrease the price of any SUSE product on the Cloud Services Price List at any time. SUSE may increase the price of any SUSE product on the Cloud Services Price List with a 30-day notice, or at any time, to offset exchange rate fluctuations for prices other than pricing in US dollars. The SUSE Cloud Services Price List is published monthly and is available to all SUSE CSP partners via the SUSE Partner Portal (https://partner.suse.com).

Support

As indicated in the program requirements section, the CSP is responsible for providing L1 and L2 support to the end users of their infrastructure. SUSE will provide L3 support to the CSP based on the level of support associated with the subscriptions that the CSP is purchasing from SUSE. All SUSE part numbers on the SUSE Cloud Services Price List come with L3 support from SUSE. There are two support types: L3-Standard, which allows 12x5 access to SUSE L3 support, and L3-Priority, which allows 24x7 access to SUSE support. The CSP may only purchase subscriptions at one level of support; these subscription types should not be mixed. See the "Subscriptions" section above for more detail.

Getting a Support Entitlement

Prior to contacting SUSE for support, the CSP must have a support entitlement in the SUSE support system. Upon executing the SPA and SUSE Cloud Service Provider Schedule, the CSP should contact SUSE and let us know what level of L3 support (L3- Standard or L3-Priority) they will be purchasing.

SUSE Partner Program

The CSP partner must join the SUSE partner program at https://partner.suse.com as a prerequisite to joining the SUSE CSP Program. The SUSE partner program is free of charge and provides several partner benefits, including access to not-for resale subscriptions, support and discounts on SUSE training and SUSECON, SUSE's annual user conference.

Contact Information

Contact your SUSE Partner Executive or send an email to: publiccloud@suse.com

SUSE CSP Program FAQ

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1. What is the CSP Program?

The Guide to the SUSE Partner Program for Cloud Service Providers describes the SUSE program under which a service provider (such as a Hosting Provider, Managed Service Provider, Cloud Service Provider, etc.) may offer services supported by SUSE cloud products and solution subscriptions. This guide is referenced in the Cloud Services Provider Schedule ("CSP Schedule"), which contains the detailed terms and conditions to which the CSP must agree prior to reselling SUSE subscriptions for use in a cloud model.

2. Why was the CSP Program created?

The CSP Program was created in response to growing demand from service providers for a monthly-subscription-based pricing program. Service providers require a flexible cost structure that eliminates any up-front subscription fees or minimum commitments, as well as the ability to carefully manage cash flow. SUSE created the CSP Program with these core requirements in mind, so that program members will be able to build their businesses methodically and profitably. SUSE incorporated input from leading service providers to create this compelling program which is in sync with the service provider business model.

3. Who should join the CSP Program?

This program is designed specifically for service providers who provide software services, hosted infrastructure and or applications to end-user customers on a rental, subscription or services basis. In the SUSE Partner Program for Cloud Providers, Service Providers can scale their business and pay only for what their customers use or sign up for. The Service Provider provides support to the customer, and SUSE provides support to the Service Provider. There are over 10,000 service providers globally who fit this profile, and the numbers are growing with the rising popularity of Software as a Service (SaaS).

4. Who might not be interested in joining the CSP Program?

Technology resellers that exclusively sell subscriptions of SUSE software to customers are not candidates for the CSP program if ownership of the SUSE software and possession and ownership of the subscription is at the end-user's location.

5. Can existing SUSE partners join the CSP Program?

Yes, any current SUSE partner that meets the qualifications can join the CSP Program. Existing SUSE partners may apply online via the SUSE Partner Portal and sign the CSP Schedule.

6. Is there a fee to join the CSP Program?

There is no entry fee to join the SUSE Partner Program for Cloud Service Providers. Because CSPs are required to provide technical support to their customers, the program requires CSPs to have staff with SUSE skills certifications. CSPs should ensure their staff are registered at the SUSE Partner Portal and correctly associated with the CSP Portal account.

7. How can a partner join the CSP Program?

To enroll in the SUSE CSP Program, speak with your SUSE representative or send an email to publiccloud@suse.com and a SUSE CSP program representative will follow up promptly to initiate the process.

8. What is the SUSE Partner Portal?

The SUSE Partner Portal offers partners access to information, benefits, training and program resources to improve our partners' ability to drive business results and service customers. All SUSE Partners must register at the SUSE Partner Portal: https://partner.suse.com/.

9. What is a CSP Fulfillment Agent and what do they do?

A CSP Fulfillment Agent (CSP FA) recruits, manages, and supports CSPs, as well as aggregating monthly reports from all the service providers in their respective region. SUSE works with designated authorized CSP FAs. This model is extremely efficient, and is in sync with how other ISVs (e.g. Microsoft) manage their service provider business. The incentives for CSP FAs are rebates tied to KPIs around on-time reporting of CSPs in their network and recruiting new CSPs. The CSP Program launched with a core group of CSP FAs in North America, EMEA, and APAC.
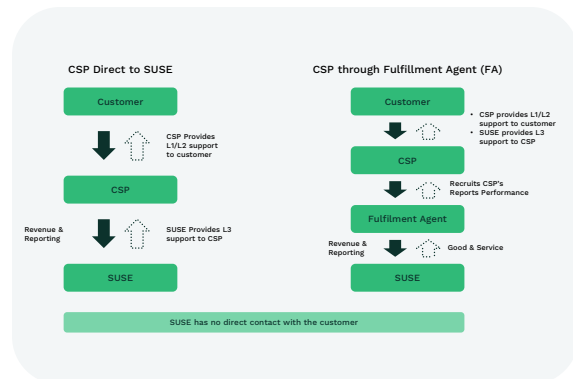
10. Who supports CSPs?

General Program questions can be directed to the CSP's designated SUSE Partner Executive. The CSP is required to provide Level 1 (L1) and Level 2 (L2) support to their end customer. SUSE support is delivered as Level 3 (L3) support to the CSP partner, SUSE does not provide support directly to the end customer. Support level definitions are provided in the Glossary or in the SUSE Support Handbook located at: https://ww.suse.com/support/handbook

11. What are the SUSE Skills Certification Requirements?

Cloud Partners must earn and maintain a minimum of two SUSE certifications within the first six months of signing the CSP Schedule, in line with the services they offer. All SUSE Cloud partners have access to online SUSE product and solution enablement training. Classroom training can be arranged with one of SUSE's Training Partners if desired. SUSE is currently developing new Cloud Specific training opportunities; see your Partner Portal (https://partner.suse.com) for updated information.

12. What Pricing Options Are Available in the CSP Program?

The CSP program offers different pricing models. These include three consumption types:

- Subscribers
- Virtual Instances
- Physical Servers

Pricing options include hourly or monthly pay-as-you-go, and one-year or three-year pre-paid subscriptions. Pricing for the SUSE subscriptions offered under the SUSE Cloud Service Provider Program is governed by the SUSE Cloud Services price list.

13. Who will provide technical support to end-users?

The CSP is responsible for providing L1 and L2 support to their end-user customers. SUSE will provide L3 support to the CSP based on the level of support associated with the subscriptions that the CSP purchases from SUSE. (See Support Level definitions in the Glossary.) All SUSE part numbers on the SUSE Cloud Services Price List come with L3 support from SUSE available in two support options:

- L3 Priority provides 24x7
- L3 Standard provides 12x5

The Cloud Partner may only purchase subscriptions at one level of support; these subscription types should not be mixed. For more detail on hours of coverage, response times and the process for opening a service request, see the SUSE Support Handbook located at https://www.suse.com/support/handbook

14. Who will provide support to the cloud partner?

SUSE provides support to the Cloud partner. SUSE does not communicate with the end customer. SUSE will provide five service requests for free to the Cloud Partner while the CSP is working to earn the certifications required to provide L1/L2 support.

15. What are the usage rights under the CSP Program?

For details on usage rights, see the SUSE Products T&Cs document: https://www.suse.com/products/terms_and_conditions.pdf

The usage rights under the CSP Program are:

1. The right for the service provider to provide software services to third parties.
2. The right for the service provider's customers (end users) to access or use the SUSE subscription products running in the service provider's environment.
3. The right for the service provider to provide multi-tenancy (more than one customer) to use the SUSE server products subject to subscription terms and conditions.
4. The right for the service provider to provide a dedicated (single customer) environment for a customer in their offsite environment.
5. The right for the service provider to deploy subscriptions from their off-site License Servers into a customer's premises, on hardware owned either by the CSP or the customer, and managed from the CSP's datacenter, as long as the customer does not have the ability to manage or access the subscription.
6. The right to no up-front subscription fees and no minimum revenue commitments.

16. What is an "offsite multi-tenant environment"?

The CSP Program and the terms of the CSP Program Schedule limit the usage of SUSE products to an "offsite multi-tenant environment" or an "offsite dedicated environment". This is defined as a CSP's site (or co-location facility) where the CSP has a shared set of servers providing services to its customers. Specifically, the CSP Program is restricted to CSPs using SUSE products in an offsite multi-tenant environment, and is not a program that end-user organizations can directly participate in. Instead, end-user organizations will subscribe

to CSP partners' hosted offerings. In the case of a customer wanting a dedicated set of servers for their company, a CSP can set up a dedicated environment within their offsite or co-location site.

17. Can a CSP place subscriptions on customer premises or customer-owned hardware?

Yes, under specific circumstances CSPs can place subscriptions on customers' premises. CSP usage rights also allow CSPs to deploy subscriptions from their off-site subscription servers into customers' premises on CSP- or customer-owned hardware, managed from the CSP's datacenter, as long as the customer has no ability to directly manage or access the subscriptions.

18. Can CSPs offer both "offsite multi-tenant environments" and annual subscribed hosted offerings to end-users using SUSE products?

Yes, CSPs can purchase annual subscriptions for SUSE software, and offer them as part of hosted services to their customers. CSPs must maintain separate hosting environments for annual and monthly subscriptions, with separate subscription servers.

19. What are "active subscriptions" and why are they popular with CSPs?

The SUSE Active Subscription Model is actual-usage-based pricing. It is very popular with CSPs. CSPs offer hosted infrastructure or application services, per month, per end customer. In the SUSE model, the service provider only reports and pays for those subscriptions that are in service. The active subscription model accommodates variability in month-to-month usage and is based on usage during the preceding calendar month time period. CSPs report finding the SUSE Active Subscription Model extremely fair and appreciate the utility-based nature of the model. Active Subscriptions afford the CSP the added benefit of being able to calculate exactly what their subscriber revenue will be on a monthly basis, while also guaranteeing that their costs will never exceed their revenue.

20. What is the difference between "051-" SKUs on the Cloud Price List and "874-" SKUs in your SUSE Customer Center (SCC) Portal?

The SUSE products listed on the SUSE Cloud Price List all have part numbers (SKUs) that begin with the three-digit code "051-", along with a full text description of the product. These SKUs are used for ordering and reporting purposes only. However, the subscriptions listed in your SCC account all have SKUs that begin with the three-digit code "874-". These SKUs are used only to track active subscriptions in your SCC account. The difference in these two SKU prefixes is that 874 SKUs are product delivery SKUs and 051 SKUs are reporting only SKUs.

SUSE SKU/PART NUMBER GUIDE:

Use "051-" SKUs and product descriptions when ordering and reporting your subscriptions usage. Use "874-" SKUs and product descriptions when tracking your Activation Keys in your SCC.

874 VS. 051 SKUS EXAMPLE:

SKU	Name
874-006905	SUSE Linux Enterprise Server for SAP Applications, x86-64, 1-2 Sockets or 1-2 Virtual Machines, Priority Subscription

Covers ALL of these "051-" SKUs on the Cloud Price List:

SKU	Cloud Segment	SUSE Brand	Cloud Segment
051-005251	Cloud	SUSE Linux Enterprise Server Products	SUSE Linux Enterprise Server for SAP Applications, x86-64, 1-2 Virtual Cores, L3-Priority Subscription 1 Hour
051-005269	Cloud	SUSE Linux Enterprise Server Products	SUSE Linux Enterprise Server for SAP Applications, x86-64, 1-2 Virtual Cores, L3-Priority Subscription 1 Month
051-005287	Cloud	SUSE Linux Enterprise Server Products	SUSE Linux Enterprise Server for SAP Applications, x86-64, 1-2 Virtual Cores, L3-Priority Subscription 1 year
051-005305	Cloud	SUSE Linux Enterprise Server Products	SUSE Linux Enterprise Server for SAP Applications, x86-64, 1-2 Virtual Cores, L3-Priority Subscription 3 years

21. How can a CSP get L1 and L2 Support to get started?

SUSE gives you a free 5-pack of support to get you started. You can purchase additional 5-packs if needed. The Service Pack will provide five support incidents to cover internal break-fix issues that impact the services CSPs offer to your customers. If the CSP needs support beyond the initial five incidents, additional support packs can be purchased.

CSP Partners that do not have SUSE skilled personnel on staff to provide L1 and L2 technical support (see Glossary for L1, L2 & L3 support definitions) for their customers are required to purchase a CSP Service Pack to avoid delays in receiving technical support from SUSE.

22. Does SUSE have consulting services?

Partners that need assistance with design and implementation should work with SUSE's consulting and services team or send an email to cloudpartner@suse.com

23. What is the SUSE One Partner Program?

The program evolves partners from a route-based program (e.g. VLA, OEM, CSP, etc.) to a specialization-based program allowing partners to opt in to one or more areas of specialization going as deep and/or broad as aligned to their business strategies and customer solutions.

New Specialization Description

INNOVATE SUSE Technology Partners with a focus on co-innovation/co-engineering which supports SUSE offerings with IHV and ISV certifications. This specialization is available to all partner types engaged with SUSE that require SUSE certification and/or engineering support. This includes the SolidDriver, YES Certification, and SUSE Ready programs.
NOTE: Participation in this specialization does not require a revenue commitment. Instead, we aim to provide engineering support to partners certifying their products and solutions with SUSE to assure our mutual customers and build joint solutions.

BUILD This specialization supports the integration and aggregation of end to end solutions across SUSE offerings as well as partner offerings. This specialization is available to all partner types aggregating, integrating, and/or building already certified solutions.

This specialization does not require SUSE engineering support but may require partner engineering or add-on services and outputs from partner offerings created /certified through the INNOVATE program. This specialization is focused on revenue generation.

SELL The specialization focuses on revenue generation reselling SUSE offerings and/or SUSE One Partner Solution Stacks. This specialization is available to all partner types and is an evolution of the historical value-added resellers, resellers, and authorized distributor programs. It can also include services-led organizations which build their own services around SUSE products and solutions, however, those services-led organizations including value-added resellers might start to investigate branching into our SERVICE Specialization as well.

MANAGE This specialization supports partners that are managing SUSE offerings or SUSE One Partner Solution Stacks through an CSP, MSP, private, public, and/or hybrid cloud managed environment. This specialization is revenue generating and open to all partner types and includes the historical Cloud Service Provider program.

SERVICE This new specialization area is focused on the consulting, deployment, migration, implementation, and integration services involving SUSE services and offerings and/or SUSE One Partner Solution Stacks as authorized by SUSE. This specialization is revenue generating and open to all partner types. Eligibility for bi-directional subcontracting opportunities exist.

TRAIN This specialization is focused on partners that will provide training services and offerings with SUSE and/or SUSE One Partner Solution Stack. This is a revenue generating specialization open to all partner types and includes partners from the former Training Partner Program.

24. What is the MANAGE Specialization?

MANAGE This specialization supports partners that are managing SUSE offerings or SUSE One Partner Solution Stacks through an CSP, MSP, private, public, and/or hybrid cloud managed environment. This specialization is revenue generating and open to all partner types and includes the historical Cloud Service Provider program.

Glossary of Terms

Term	Description
Activations & Renewals	Subscriptions expire based on their SKU type and can be renewed prior to expiration. Partners should track their subscription renewal dates and request renewals prior to the expiration date.
Active Subscription	A subscription that's currently under support.
CSP	Cloud Service Provider. Offers some components of cloud computing to third parties, including infrastructure, applications, and storage as a service.
CSP Fulfill-ment Agent (See FAQ #9)	Like a Distributor, a CSP Fulfillment Agent (CSP FA) manages the billing and invoicing for CSPs that choose to work with them. CSPs must still sign the CSP Schedule with SUSE, but the CSP FA handles the royalty reporting to SUSE.
Evaluations	Evaluation Offerings. SUSE may offer limited Subscription Offerings for evaluation purposes. These Evaluation Subscription offerings are time limited for sixty (60) days unless otherwise agreed to between You and SUSE. You agree not to use such Subscription Offerings in any production environment or for commercial use.
Internal Use	The CSP's own usage of the services offered, together with the components used to manage the environment.
Multi-tenant – Cloud SKU	A multi-tenant environment is a cloud comput-ing architecture that allows customers to share computing resources in a public or private cloud. Each tenant's data is isolated by virtualization and remains invisible to other tenants.
Participation Agreements	For CSPs with multiple affiliate locations in differ-ent countries, the HQ can sign the CSP Schedule, and each affiliate location signs a Participation Agreement to accept the terms and conditions of the SUSE CSP Schedule.
Service Provider	A service provider provides IT solutions and/or services to end users and organizations.
Single-tenant – Hosting SKU	Subscriptions sold on a single system (or virtual machine running on a hypervisor) that is dedi-cated to no more than one end customer for the term of the subscription. Dedicated subscriptions may not be shared by more than one customer.
SLES	SUSE Linux Enterprise Server
SPA	SUSE Standard Partner Agreement
Tenant	A tenant is a group of users (single legal entity) who share a common access with specific privi-leges to the software/hardware platform. Often a customer is referred to as a tenant.

Glossary of Terms (Continued)

Term	Description
Support Level Definitions	
Level 1	Problem determination by diagnosing configura-tion. Installation assistance, usage support, on-going maintenance, and troubleshooting. Involves the collection and analysis of logs to understand the cause of a problem and to make recommen-dations on how to resolve the issue. Customer needs to be current on Maintenance in order to be entitled to support.
Level 2	Problem isolation including core dump analysis and problem duplication. In this level, resolution is pro-vided for problems not resolved by Level 1 Support. Problem resolution may include reasonable work-arounds and suggestions on what problems might be. These suggestions involve in-depth configura-tion understanding on basic best practices to make recommendations on customer environments. This level draws the line between usage and configura-tion problem versus software defect.
Level 3	Problem resolution at a code level. Resolution means closure of the problem defined in the incident and may include configuration changes, implementation of a workaround, or providing a software patch. Resolution is not possible in all circumstances. For CSP subscription instances, the CSP is required to be the first point of contact for all technical support issues. These include all Level 1 and Level 2 issues. The CSP can provide this support as part of their own support offerings to the end customer. If additional support requirements are needed, please contact your SUSE representative or Fulfill-ment Agent.
Severity Level Description	
Severity 1 (Critical)	The operation is in production and is mission critical to the business. The product is inoperable and the situation is resulting in a total disruption of work. There is no workaround available.
Severity 2 (High)	Operations are severely restricted. Important fea-tures are unavailable, although work can continue in a limited fashion. A workaround is available.
Severity 3 (Medium)	The product does not work as designed resulting in a minor loss of usage.
Severity 4 (Low)	There is no loss of service. This may be a request for documentation, general information, product enhancement request, etc.

Contact Information

If you have questions, you may contact a SUSE Partner Executive or send an email to publiccloud@suse.com

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