



# SUSE Premium Technical Advisory Services

Technical Advice, Counsel and guidance to keep  
you competitive

The skills gap is real and hiring is expensive and time consuming. You need a specialist to keep your business running smoothly and to keep on top of technology trends. Premium Technical Advisory Services (PTAS) is just that. With an assigned coordinator, you can schedule time with the right specialist at the right time. Whether you need technical expertise, mentorship or guidance, PTAS provides just the right amount of service. PTAS can be the difference between surviving and thriving in today's digital world.

## Premium technical advisory services at a glance:

Premium Technical Advisory Services is an annual, fixed-cost offering with 4 size options. Having PTAS in place means having 12 months of access to the right professionals at the right time who can help you:

- **Maintain your business...**  
By enabling you to ensure that your SUSE solutions are running optimally and securely on the most current releases with the latest patches and updates to meet your current business objectives.
- **Grow your business...**  
By giving you guidance on technology trends, security insights and performance tricks to address your ever-changing business needs.
- **Innovate your business...**  
By exploring cloud native technologies like Kubernetes and Containers to move you ahead of your competition.

## A helping hand

You've got questions; we've got answers. PTAS connects you with the right technical consultant at the right

time. Whether you want to work on performance tuning to address customer concerns, set up an architecture workshop to modernize your systems or you want to discuss integrating new technology to leapfrog your competition, SUSE has an expert to help you.

As a fixed cost, 12-month service offering, you set the schedule for obtaining the right technical mentorship for your open-source solution needs by working with your assigned coordinator. Because your coordinator knows you, your company, and your team, you are assured of getting the right fit.

Each tier of PTAS comes with access to eLearning Subscriptions so you can upskill your own staff with limitless learning for every SUSE solution – from SLES to Rancher Prime.

Premium Technical Advisory Services do not replace Premium Support Services or Consulting Services. Rather, this offering complements those services by providing ad-hoc consulting for a specified block of time for mentoring, architecture advice, or technical guidance.

It's really that simple.

## Tailored to your business

Having PTAS in place means you will always have access to the right technical resource at the right time to keep your business running, growing, and innovating. Because PTAS is available in four different sizes, there is a plan for every sized business:

“SUSE Premium Technical Advisory Services provide direct access to professionals to keep your business running, growing, and innovating.”

- **Standard** is the entry level option, providing direct access to your coordinator for up to 12 hours and technical expert for up to 60 hours.
- **Standard+** is the next level providing double the number of accessible hours to both your coordinator and your technical expert.
- **Professional** and **Enterprise** are the top two tiers in the program, with both providing on site days with your technical expert.

Tiers at a glance:

	Standard	Standard+	Professional	Enterprise
<b>Coordinator</b>	Yes (Up to 12hrs)	Yes (Up to 24hrs)	Yes (Up to 48hrs)	Yes (Up to 96hrs)
<b>On site days</b>	Remote only	Remote only	Up to 4 trips per annum	Up to 2 trips per month
<b>Hours Allocated/ Sessions</b>	60	120	400	Full-Time (1680 hrs)
<b>Scheduling</b>	Scheduled Slot Booked within 3 business days	Scheduled Slot Booked within 3 business days	Scheduled Slot Booked within 2 business days	As required
<b>Minimum Block</b>	4 hours	4 hours	4 hours	4 hours
<b>eLearning access (silver)</b>	1 Subscription	2 Subscriptions	3 Subscriptions	4 Subscriptions

## What does Premium Technical Advisory Services offer?

With a range of benefits, PTAS provides the services you need to keep your business competitive and your team innovating. Benefits include:

### Dedicated coordinator

PTAS provides direct access to a SUSE Services Coordinator who will work with you to schedule the right person or team for your exact concerns. They will understand your needs and identify the most relevant resource.

### On-site days

Sometimes a phone call or a web meeting won't do; sometimes you need technical expertise at your location. The top two tiers (Professional and Enterprise) provide that access. On-site days provide a unique opportunity for collaboration and knowledge transfer.

### Technical professionals

Infrastructure can be complex and ever changing. What are containers and why do you need them? Is your highly available system set up correctly? How can you manage your mixed Linux environment securely and simply? Get answers to these and more with direct access to SUSE experts who can address your specific needs.

### Defined schedules

Work directly with your coordinator to schedule time with your advisor to meet

the availability of you and your team. An appropriate date will be identified and you will receive confirmation in no more than 3 days. Your coordinator makes the schedule painless and PTAS gives you the freedom to address your needs with the right team.

### Dedicated time

Time is a valuable commodity. That's why with PTAS, you can book your dedicated time in 4-hour blocks. Use these blocks all at once or schedule them throughout the year. With PTAS, the choice is yours.

### eLearning access

Each tier of PTAS comes with access to eLearning Subscriptions. SUSE eLearning provides limitless learning and gives the subscriber access to every SUSE technical training course for every SUSE solution – from SLES to Rancher and NeuVector.

SUSE Premium Technical Advisory Services is an annual subscription. All benefits reset at the end of 12 months. Learn more about SUSE PTAS at [suse.com/services/premium-technical-advisory](https://suse.com/services/premium-technical-advisory) or contact your account team.

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