

New Life Cycle of SUSE® Linux Enterprise: Extended Value, More Choices

Introducing the new Life Cycle of SUSE® Linux Enterprise 11. SUSE now offers ten years of general support and three years of extended support covered by Long Term Service Pack Support (LTSS). As a result, you can feel more confident in deploying key workloads on SUSE Linux Enterprise 11 and later versions.



New Life Cycle of SUSE Linux Enterprise at a Glance:

- Offers an extra three years of general support compared to the old life cycle, leveraging your current hardware and software investment in SUSE Linux Enterprise 11 and later versions
- Three years of Long Term Service Pack Support further extends the total life cycle flexibility, balancing the need for the latest updates against the risks of upgrading to a new service pack.

Products:

SUSE Linux Enterprise 11 product family
Long Term Service Pack Support

What's New?

SUSE is now offering ten years of general support for SUSE Linux Enterprise 11 products, compared to seven years of general support in the past. In addition, service packs will be released about every 18–24 months with a six-month upgrade window after the release of the next service pack.

Long Term Service Pack Support (LTSS) extends support an additional 12 to 36 months in 12-month increments, giving a total of three to five years of support on a service pack.

Why Are We Doing This?

SUSE made this change in order to answer customers' and partners' requests to extend the life of SUSE Linux Enterprise 11, which achieved great success in the market since it was introduced in 2009. With the addition of new features and enhancements, the product is becoming more and more ubiquitous and an ideal choice as your

OS. Meanwhile, with the extended life cycle, customers will enjoy more flexibility in migrations, both from UNIX to Linux and from earlier versions to the latest version of SUSE Linux Enterprise.

Long Term Service Pack Support (LTSS)

Balancing the benefits of innovation and optimizing data center performance with the costs and risks of integrating system upgrades can be a challenge. With Long Term Service Pack Support for your SUSE Linux Enterprise Server solutions, you can take advantage of our latest technology at a pace that makes sense for your business.

Long Term Service Pack Support complements your existing SUSE Linux Enterprise Server subscription. You get award-winning SUSE technical support, critical security updates and bug fixes. Purchase Long Term Service Pack Support when you need:

- An additional 12 to 36 months of defect resolution and technical support during the General Support phase if you need to delay your migration to the latest service pack
- An additional 12 to 36 months of defect resolution and technical support during the Extended Support phase

Long Term Service Pack Support is for x86, x86-64 and IBM System z hardware and does not include software enhancement requests or new hardware enablement.

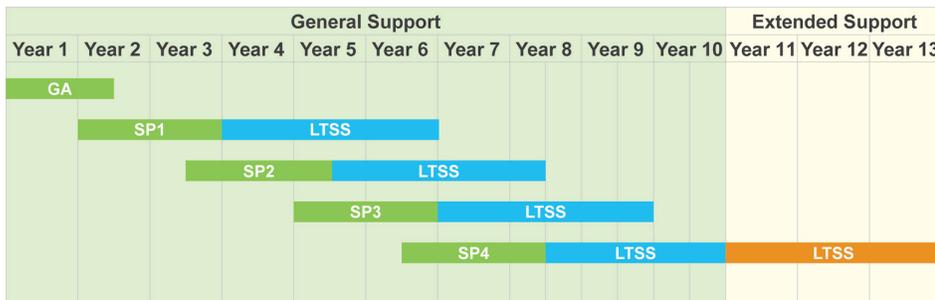
What Products Are Impacted?

The new life cycle is effective on the following products:

- SUSE Linux Enterprise Server (all architectures)
- SUSE Linux Enterprise High Availability Extension
- SUSE Linux Enterprise Server for System z
- SUSE Linux Enterprise Server for SAP

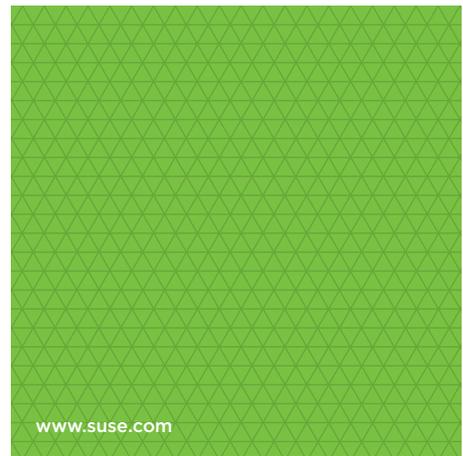
Feature	General Support for Most Recent Service Pack (SP)			General Support for Former SP with LTSS	Extended Support with LTSS
	Year 1-5	Year 6-7	Year 8-10	Year 1-10	Year 11-13
Technical Support	Yes	Yes	Yes	Yes	Yes
Access to Patches and Fixes	Yes	Yes	Yes	Yes	Yes
Access to Documentation and Knowledge Base	Yes	Yes	Yes	Yes	Yes
Support for Existing Stacks and Workloads	Yes	Yes	Yes	Yes	Yes
Support for New Deployments	Yes	Yes	Limited ¹	Limited ¹	No
Enhancement Requests	Yes	Limited ¹	Limited ¹	No	No
Hardware Enablement and Optimization	Yes	Limited ¹	Limited ¹	No	No
Driver updates via SUSE SolidDriver Program (formerly PLDP)	Yes	Yes	Limited ¹	Limited ¹	No
Backport of Fixes from Recent SP	Yes	Yes	Limited ¹	N/A	N/A
Critical Security Updates	Yes	Yes	Yes	Yes	Yes
Defect Resolution	Yes	Yes	Limited ²	Limited ²	Limited ²

¹ Based on partner and customer requests
² Severity Level 1 and 2 defects only



“By moving from a seven-plus-three-year support cycle to a ten-plus-three-year support cycle, customers get more time under general support, where they receive more value.”

NILS BRAUCKMANN
 President and General Manager
 SUSE



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