SUSE Customer Journey for Successful Migration to SUSE Solutions

September 2020

SUSE Global Services purpose-built offerings for confidently moving to SUSE Solutions

The SUSE Customer Journey for migrating to SUSE solutions is a prescribed and proven roadmap that provides a safe migration path away from costly solutions that often lead to vendor lock-in. The journey is made up of:

+ Discovery Services that get your implementation off on the right track and aligned to your business objectives.
+ Design Services that allow your technical team to participate in a working session with solution experts to develop a high-level design document for your specific use cases.
+ Deploy Services using best practice experience to implement the detailed design of your solution and integrate it with your ecosystem.
+ Optimization Services that guide you to a smooth start of production and technically robust operations which is the final milestone of a successful implementation project.

Product
+ SUSE Customer Journey for Migration to SUSE Solutions
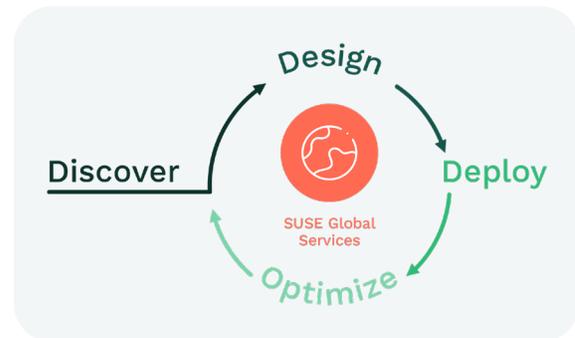
Combining open source technology, consulting services and training, the SUSE Services Customer Journey for Migration is designed to provide a safe migration path away from costly, proprietary solutions that lead to vendor lock-in. With SUSE Services by your side, you can rest assured that you have a proven path from discovery through optimization to simplify and modernize your infrastructure. SUSE is your trusted partner who will help you confidently move to true open source solutions that provide you with a competitive edge.

Migration to SUSE brings all your systems into a structured lifecycle that is centrally orchestrated and managed. SUSE's commitment as a technology leader in the open source community ensures that your systems stay truly open.

SUSE is the safe and best choice for your modern infrastructure providing the flexibility your business needs. Your success depends on product continuity and support predictability. Your success depends on SUSE.

If you are...	You should engage in...
Aligning business and IT objectives Evaluating current infrastructure Exploring resource gaps	SUSE Discovery Services for Migration
Determining the best way to integrate Looking for best practice guidance Getting everyone aligned Creating a high-level design document	SUSE Assist: Design Services for Migration
Looking to accelerate implementation Augmenting skills Implementing and integrating with confidence	SUSE Assist: Deployment Services for Migration
Re-evaluating your implementation to ensure you are continuing to meet business demands	SUSE Assist: Optimization Services for Migration

SUSE DISCOVERY SERVICES
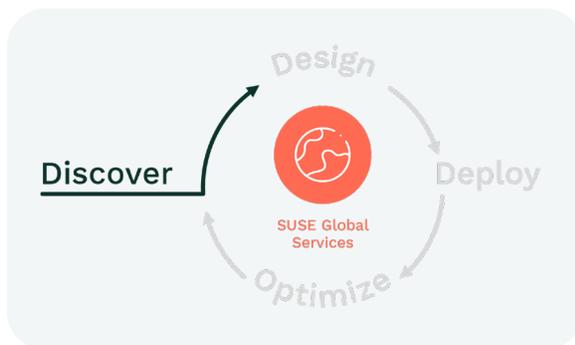
For successful projects, Discovery Services are often the first step in a modernization journey. Our technical and business professionals listen to your goals

and share the best open source solution and service options to help you achieve those goals. Through white-boarding and architectural discussions, we will cover topics such as:

- The current state of your business and your desired outcomes and IT vision
- How best to align your business goals with IT objectives leveraging open source solutions
- Suggested open source solutions and integration options
- Existing resources and gap analysis

The SUSE Discovery Service offering provides a delivery framework for organizations to create technical and architectural best practices to increase efficiencies for migration projects. In SUSE's experience, the level of complexity is dependent not only on the hardware and workloads being migrated but also on it processes that an organization currently has in place.

Participating In a SUSE Discovery Services affords you the ability to map your course from your unique starting point. This will accelerate your journey to simplify operations and reduce risk. Based on best practices from hundreds of real-world experiences, the SUSE Discovery Service is conducted in two parts:

- A **Discovery Discussion** about your technical and business environment.
- An **Architectural Discussion** about how SUSE can address the discovered needs and desired outcomes.

ENGAGEMENT OVERVIEW
By using a trusted and enterprise-hardened Linux distribution from SUSE, you will quickly deliver innovative services that attract new customers and retain current customers ahead of competitors. This platform will also help you speed up the time-to-value of new services that can help you adapt to changing customer demands and increasing competitiveness.

This workshop presents information that SUSE and our partners have gained through numerous successful migrations and discusses effective approaches to migrations. SUSE delivers Linux migration strategy discovery services leveraging the SUSE services

engagement methodology, a disciplined approach to assigning tasks and responsibilities within the solution delivery effort, This results in the production high-quality solutions that meet the needs of SUSE's customers within a predictable schedule and budget.

Delivery Method:
- 1 hour preparatory call
- 1 day on-site delivery
- 1 day remote documentation
- 1 hour follow-up call

Who should be involved?

The SUSE Discovery Service offering is recommended for IT professionals, solution architects and their managers who have the task to design, build and operate enterprise applications and services. As this workshop is part of a strategic transformation, the presence of CTO/CIO is recommended.

What is the output?

At the end of your engagement, you will get a summary report that will provide you with a high-level design and suggested next steps. Consider this your roadmap to a successful migration at a budget-friendly cost.

The summary report will include:

- Handover documentation to customer stakeholders
- Feedback and best practice guidance
- Follow up to review findings

Sample Discovery Service Agenda

Discuss...	Your business objectives and requirements. Topics could include:

	• Key business objectives
	   • High-level solution requirements
	   • Process
	   • Deliverables
	   • Inventory
	   • Motivators
	   • Environment
	   • Platform(s)
	   • Virtualization and cloud
	   • Distributions
	   • Applications and workloads
	   • Application stack considerations
	   • Deployment procedures
	   • Configuration management
	   • Update procedures
	   • Security
	   • Storage
	   • Monitoring
	   • Challenges
	• Review existing Linux landscape (dev/test/prod systems)
	• Current patch and update policy and time frames
	• Discuss current IT operation processes
	• Review current SUSE subscription status

Review...   **... Solutions planning, benefits and anticipated outcomes:**

- Linux systems diversity (environments, purposes, architectures)
- Current configuration management solution (if required)
- System deployment process
- Internal security guidelines
- Migration deployment approaches
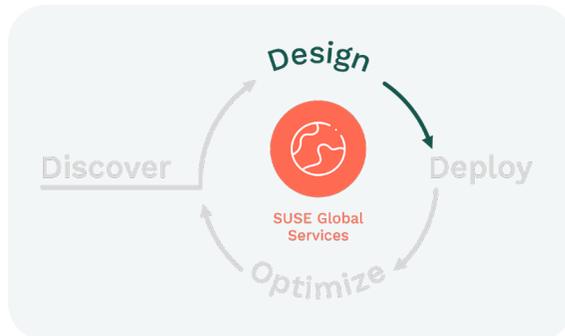- Migration toolkit

Handover...   **... Documentation to customer stakeholders**

- Incorporate feedback and best practices
- Remote follow up discussion call to review findings

Take...   **... The next step**

- SUSE Assist: Design Services
- Custom design projects

SUSE ASSIST: DESIGN SERVICES

Design Services for Migration to SLES are part of the SUSE Assist offerings and is the second step in the SUSE Customer Journey. Design Services are meant to simplify and accelerate your implementation.

This working session provides you with the opportunity to engage with SUSE technical and business professionals who can help design your SUSE SLES deployment to fit your business and IT goals. Design services cover:

- Access to the SUSE SLES roadmap to avoid unnecessary pitfalls during deployment
- Validation that the chosen solutions will meet the desired business outcomes

- Analysis of design choices and best-practice recommendations
- Development of a high-level design document that includes your specific use case architectural requirements

ENGAGEMENT OVERVIEW

As the largest independent open source vendor with the oldest enterprise Linux distributi9on, SUSE is regularly engaged in providing organizations with advice, guidance and best practices around the adoption of Linux and open source solutions.. This workshop helps you evaluate your infrastructure, as well as prioritize your Linux initiatives.

SUSE Consulting leverages a proven methodology for migration designs and will apply a best practice approach to produce an efficient (cost/time), stable and secure SUSE Linux based platform. During this services offering, SUSE Consulting will offer best practice guidance in the following categories:

- Developing an enterprise-level view of an organization's Linux environment
- Defining gaps and issues in existing methods and practices for Linux server provisioning, maintenance and security
- Developing a best practice approach to

facilitate migration to the SUSE Linux Enterprise Server and Solutions
- Creating a program roadmap required to deploy larger numbers of Linux servers going forward
- Defining specific projects to support and coordinate with other Linux data center initiatives
- Recommending key next steps and direction-setting

Duration:
3 days

Delivery Method:
- 1 hour preparatory call
- 2 days remote/on-site visit
- 1 day remote documentation
- 1 hour follow-up call

Who should be involved?
The SUSE Assist: Design Service offering is recommended for IT professionals, solution architects and their managers who have the task to design, build and operate enterprise applications and services.

What is the output?
At the end of your engagement, you will receive a short management summary, as well as technical details based on SUSE best practices and recommendations. This output will also include a detailed architecture design document and next steps specific to your environment.

Sample Design Service Agenda

Review...	... Business objectives and requirements:

(While not imperative, SUSE recommends that a Discovery Services session has been completed)	• Key business objectives
	  • High-level solution requirements
	  • Hardware
	  • Operating system type and version
	  • Storage Requirements
	  • Stack
	  • Function
	  • Enterprise DB Servers
	  • Infrastructure and Edge Servers
	  • Load and Utilisation
	  • Network
	  • ISV Business Applications
	  • Custom Applications
	  • Prioritization Criteria and Weighting
	• Migration workshops and deployment planning
	• Review existing Linux landscape infrastructure
	• Integration architecture and network constraints
	• Existing patching solution
	• Existing configuration management solution
	• Review backup and disaster recovery options
	• Performance requirements/issues
	• Discuss current IT operations and processes
	• Review current Linux subscription status

Discuss and Whiteboard...	... Solutions, benefits, and outcomes:

- Big picture – solution overview
- Targeted use cases and success criteria
- Introducing best practices for using the solution against your use cases
- Patching strategy
- Lifecycle management targeted
- Recommendation for production deployment:
  - CPU, RAM and storage
  - Networking design
- Configuration management decision and strategy
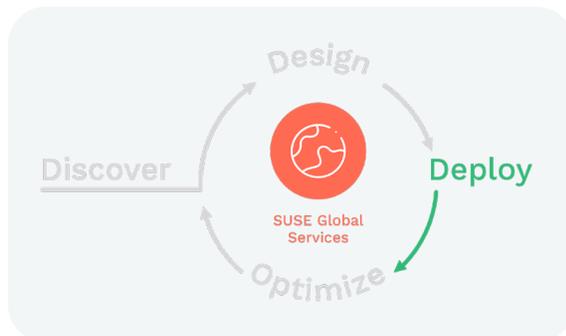- Monitoring decision and strategy

Handover...	... Documentation to your team

- Define criteria to validate the design
- Provide handover to customer stakeholders
- Incorporate feedback and refine the design

Take...	... The next steps

- SUSE Assist: Deployment Services
- Custom deployment projects

SUSE ASSIST: DEPLOYMENT SERVICES

Deployment Services for Migration are part of the SUSE Assist offerings and is the third step in the SUSE Customer Journey

This working session provides you with the opportunity to engage with SUSE technical and business professionals who can help start your migration to your SUSE Linux Enterprise Server solution to fit your business and IT goals.

Our technical professionals implement the detailed design of your solution & integrate it with your ecosystem.

ENGAGEMENT OVERVIEW

The Deployment Services offering is when you start your implementation of your project. Working with our technical professionals, you and your team will implement the detailed design of your solution and integrate it with your ecosystem.

The implementation will follow the agreed upon Architecture Design, which is the output of the Design Services session. Together with your team, we will:

- Perform discovery and take inventory of targeted systems for migration (migration targets)
- Evaluate and analyze applications that you are migrating to SLES
- Stage applications on SLES and record configurations
- Design and develop a complete deployment plan.
- Deploy the solution
- Deliver knowledge transfer and document final solution

Who should be involved?

To be effective, our team should work with your organization's Linux administrators during this engagement-- whether they are new to Linux or have established Linux experience. A Linux certification is a plus, but not necessary.

Duration:
• 5 days

Scope:
• 3 servers on-premise or public cloud workloads

Delivery Method:
• 1 hour preparatory call
• 4 days remote/on-site visit
• 1 day remote documentation
• 1 hour follow-up call

Deliverables:
• SLES deployment documentation

What is the output?

Moving to a new operating system can be stressful time. That's why SUSE Consulting and its network of service partners help your organization not only define strategy and design architecture, but we also have the skills you can depend on to deploy this architecture to meet your business objectives. Our consultants have technical expertise coupled with business acumen and real-world experience to help you reimagine your business.

The services includes the writing of deployment documentation, resulting in a short management summary, technical details, SUSE best practices and recommendations.

Your team will receive:

• Summary report
• Architecture plan
• Test plan

This enables you and your team to replicate the successful environment.

Sample Deployment Services Agenda

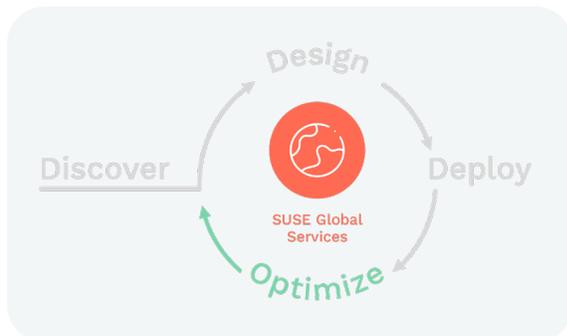| Review...	... Of business objectives and requirements
(While not imperative, SUSE recommends that Discovery and Design Sessions have been completed.)	• Compliance requirements • Purposing and re-purposing servers • Consolidation • Determine migration infrastructure requirements • Document system target and profile requirements • Determine required landscapes and distributions • Determine if Expanded Support is required • Define success criteria • Business requirements • Staffing requirements
Prepare, Test, Deploy...	... Your recommended infrastructure Collaboratively, SUSE Consultant and Customer team address the following: • Design Migration Solution • Migration Strategies • Staging the Migration Solution • Create the Deployment Plan • Create the Test Plan • Create the Communications Plan • Prepare the Build Delivery Mechanism • SLES Operating System Requirements

Then, SUSE Consultant performs the test of the solution:

- User acceptance and solution sign-off
- Patching process
- Backup/restore of the database

SUSE Consultant leverages real-world, best-practice experience and customer's feedback during this phase.

Handover...   **... Project documentation and administration**

- Provide handover documentation to customer stakeholders
- Incorporate feedback and best practices
- Schedule remote follow up discussion call to review findings

Take...   **... The next steps**

- SUSE Assist: Optimization Services

SUSE ASSIST: OPTIMIZATION SERVICES

Deployment is not the end of your journey, and as your business evolves, you will need to ensure that your IT infrastructure continues to align with your customer needs and business objectives. This SUSE Assist: Optimization Services is a SLES Architecture and Health Check. This offering provides a smooth start to production and results in technically robust operations, which is the final milestone of a successful implementation project.

ENGAGEMENT OVERVIEW

This proactive service mitigates the risks that arise from a non-optimal system and business process configuration. It ensures a technically robust operation from the beginning and therefore protects your business. You will work directly with a named, local professional to optimize solutions. Minimize business disruption with proactive maintenance,

support services, and knowledge transfer. During the Health Check, you will:

- Work with technical professionals who understands your needs, technology trends and minimize business disruption.
- Review concepts and perform an in-depth technical health check ensures robust operation.
- Review knowledge transfer requirements and best practices to simplify and accelerate implementation and go-live.
- Primarily aimed to mission-critical and high available clustered workloads

Who should be involved?
The SUSE Assist: Optimization Service for SLES is recommended for IT professionals, Linux administrators and operation SLES who have the task to build and maintain enterprise Linux systems.

Duration:
- 3 days

Scope:
- 3 servers on-premise or public cloud workload

Delivery Method:
- 1 hour Preparatory call
- 2 days remote/on-site visit
- 1 day remote documentation
- 1 hour follow-up call

What is the output?

With this Optimization offering, SUSE Consulting en-sures your SUSE Linux environment is configured to host your applications on-premise or on public cloud optimally. A healthy SLES architecture and configuration is critical to ensuring a supported, stable and performant production environment. SUSE Consulting will work with your team to review the high availability concept, server issues, patch compliance, Linux system and cluster configura-tion, and the overall Linux system setup and SUSE recommendations.

- Access to SUSE Consulting experience, tools and best practices
- Review SUSE Linux Enterprise Server implementation

- Review high availability concept and implementation,
- Review system maintenance, patching and life-cycle management processes
- Find and avoid smaller, often overlooked misconfigurations that could later become significant problems
- Tips to reduce production environment down-time and security vulnerabilities
- Knowledge transfer to your staff

At the end of the engagement, you will receive:

- Management summary
- Technical report (Text and log files created by SUSE Consulting tools)

Sample Health Check Agenda

Review...	... Of business objectives and requirements
(While not imperative, SUSE recommends that Discovery, Design, and Deployment Sessions have been completed.)	• Compliance requirements • Purposing and re-purposing servers • Consolidation • Determine migration infrastructure requirements • Document system target and profile requirements • Determine required landscapes and distributions • Determine if Expanded Support is required • Define success criteria • Business requirements • Staffing requirements
Deliver...	... The project scope of the SLES for SAP Architecture and Health Check • Analysis of three severs, virtual machines or public cloud workloads • Review of the system requirements • Review of the configuration and settings • Review of storage connectivity, such as multipath configuration and software mirror • Review of patch status and compliance • Create the Communications Plan • Review of High Availability concept • Review of High Availability environment and High Availability cluster • Review of settings against SUSE Services best practices • Review and recommend customization for your virtualization environment (if required)

Handover...	... Project documentation and administration
	• Provide handover documentation to customer stakeholders • Management summary report • Technical report • Schedule remote follow up discussion call to review findings
Take...	... The next steps
	• SUSE Premium Support Services

Migration to SUSE Solutions brings all your systems into a structured lifecycle that is centrally orchestrated and managed. SUSE's commitment as a technology leader in the open source community ensures that your systems stay truly open.

SUSE is the safe and best choice for your modern infrastructure providing the flexibility your business needs. Your success depends on product continuity and support predictability. Get out of long term, inflexible, expensive contracts and realize rapid value with SUSE. Find out how SUSE Global Services and the purpose-built SUSE Customer Journey for Migration to SLES will:

• **Simplify** your journey to transformation by engage with SUSE experts who will bring best practice guidance, so you meet the objectives your business needs.

• **Modernize** your business with packaged, fixed cost offerings that take you from discovery to optimization with ease. With targeted offerings you get exactly the outcomes your business needs at a fixed cost.

• **Accelerate** innovation with open source solutions that future-proof your business and avoid costly vendor lock-in.

To learn more about all of SUSE Consulting offerings and Premium Support Services, visit: https://www.suse.com/services.

Thank You