SUSE Manager at CSPs

A quick decision and overview guide for SUMa at CSPs

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https://documentation.suse.com ↗

Contents

1 Types of SUMa offerings at CSPs

- Both SUMa PAYG and SUMa BYOS are available from the Marketplaces

1.1 SUMa PAYG

- When to use it?

  - **Always, if you run in clouds**

- Where to get it?

  - directly from the Amazon or Azure Marketplace. Unfortunately there is no offering for Google today.

- Why are there 2 listings and which one should I use?

  - We have 2 listings for SUSE Manager, "EU and UK only / EMEA Orders Only" and "non-EU and non-UK only", you should pick the listing that reflects in which country **your AWS & Azure account gets billed**

    - You may need to be logged in into the CSP portal in order to let the CSP system know your country of billing.

- Do i need subscriptions?

  - No, its all automatic - no hassle with subscriptions

- Who does the support?

  - As it is a SUSE offering - SUSE will provide L1-L3 support

- How do i get support?

  - The offer has a link to https://scc.suse.com/cloudsupport ↗, where you need to upload your supportconfig to open a ticket.

- I have SLES4SAP PAYG instances in the cloud, will i be billed for them?

  - No, SUMa is aware of the embedded LCM subscriptions in the SLES4SAP PAYG offer.

- What are the benefits?

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- Simplified purchasing (Cloud Spend on CSP)

- Pay only for what you use

- No subscription required

- Variable Monthly billing – based on peak usage

- EDP (Enterprise Discount Plan) / Committed Spend / MACC

- Automatic Subscription compliance

- Easier setup

- Sounds too good - What to be aware of?

  - Billing starts from when the first managed client is on-boarded.

  - To stop billing, delete clients from SUSE Manager or shutdown SUSE Manager instance

  - No 'Migration' from BYOS SUSE Manager to PAYG version, you need to Redeploy, re-onboard clients

  - If you want to manage BYOS clients with SUMa PAYG you need to buy the BYOS subscriptions and set them up in SCC.

- Where to find documentation?

  - In the normal SUMa documentation at https://documentation.suse.com/suma/4.3/ ↗

  - For support have a look at https://documentation.suse.com/suma/4.3/en/suse-manager/specialized-guides/public-cloud-guide/payg-support.html ↗

- Is there a FAQ?

  - YES, look at https://documentation.suse.com/suma/4.3/en/suse-manager/specialized-guides/public-cloud-guide/public-cloud-faq.html ↗

1.2 SUMa BYOS

- When to use it?

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- If you used SUMa within the CSPs in the past

- Where to get it?

  - directly from the Amazon, Azure and Google Marketplace.

- Do i need subscriptions?

  - Yes, you need subscriptions for the SUMa Server itself and **need to buy LCM sub-scriptions for every managed client** (min. 10) from SUSE or a SUSE distributor.

- Who does the support?

  - As it is a SUSE offering - SUSE will provide L1-L3 support

- How do i get support?

  - Login and open your support ticket via your SCC account.

1.3 Support

```
The SUSE Manager is supported directly by the worldwide SUSE Global Technical Support
 team or your assigned Premium Support Engineer.
This is true whether the SUMA subscription is purchased directly from SUSE or the Azure
 Marketplace.
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  Please ensure your SUMA product is registered to your SUSE Customer Center ( SCC )
 organization ( SCC.SUSE.COM). Once logged in to the SCC, use the "Support" option under
 "My Tools" on the homepage to open a support case with SUSE. If you have any questions,
 a FAQ and a User Guide are available under the "Help" link on the landing page.
But simpler would be use the SUMa PAYG version if possible.
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- Where to find documentation?

  - In the normal SUMa documentation at https://documentation.suse.com/suma/4.3/ ↗