



Guide

MSP Program Guide

Requirements, Subscriptions, & Pricing Details
for Managed Services Providers

The Power of Many. Together as One.

It all starts by joining the [SUSE ONE Partner Program](#). Becoming a SUSE One partner gives you access to information, content, product resources, business & technical certifications, and more. It is also the required first step to engage with any of the six program specializations, including CLOUD.

The SUSE One Partner Program is free for your organization to join and includes a variety of programmatic benefits, including access to not-for resale subscriptions, increased access to support, free sales & technical certifications, exclusive partner enablement, and more.

Join the MSP Program

To enroll in the MSP Program, speak with your SUSE representative, or send an email to msp@suse.com and we will follow up promptly to initiate the process.

Program Requirements

- A fully executed Partner Program Agreement (PPA)
- Approved member of the SUSE One Partner Program
- Adherence to the [SUSE Public Cloud Infrastructure Setup Guide](#)
- Requirement to provide support to end customers
- A verified process for metering SUSE product usage in your cloud
- Monthly tracking, and monthly invoicing reports

Operational Requirements

Maintenance

The MSP is required to ensure that SUSE images that are hosted on the MSP partner's infrastructure are maintained 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 instruction about how to set up a highly available and scalable infrastructure for hosting SUSE-certified images, as well as an updated infrastructure to ensure SUSE image accessibility, persistence, and security.

An MSP is required to ensure that the patching infrastructure is secure and that patches are only accessible to qualified customers. Separate patching infrastructures are required for separate products (e.g. SUSE Linux Enterprise Server & SUSE Linux Enterprise Server for SAP).



Metering

An MSP partner must be able to account for all the consumption of SUSE offerings within their service in order to report usage to SUSE. See the 'Reporting' section below for more detail.

Metering must be consistent with the revenue units that SUSE is offering, and the MSP 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

An MSP partner is required to submit monthly usage reports to SUSE as defined by the terms in the MSP Program partnership agreement. Reporting will occur through a SUSE authorized MSP Reseller or Distribution Partner.

By the 10th day of each calendar month, the MSP partner must submit a complete and accurate usage report and applicable order to their MSP Reseller or Distribution Partner. The MSP partner must identify the applicable time period on the report and must submit the foregoing reports to the MSP Reseller or Distribution Partner, regardless of whether the MSP partner owes fees to SUSE in that time period.

Late Reporting Fee and Payment Deadline (MSP)

- MSP's must submit their usage report to their Reseller/ Distributor by the 10th of each month (even if there is no usage).
- If the MSP Partner requires a PO for invoicing, the PO MUST be submitted along with the usage report at the due date (the 10th of the month) to their Reseller (should usage be re-reported).
- The MSP Reseller/ Distributor must submit their usage report (and PO if required) to SUSE by the 15th of each month (even if there is no usage).
- Report and/or PO submitted after the Due Date will incur a late order fee equal to a maximum of ten percent (10%) of the usage fee due. The late order fee is in addition to annual fees, late payment interest, and other obligations that may be due and payable.
- In case distributor requires immediate payment from the MSP Partner, the SUSE order processing deadlines stay according to the Program Guidelines as mentioned above. MSP Reseller/ Distributor must ensure that their internal billing/reporting processes meet the SUSE deadlines.

Support

- MSP is required to provide all levels of technical support to their end customer.
- SUSE provides support to the MSP partner only.
- SUSE does not provide support to the MSP's end customer.
- MSP Partner is expected to have trained/certified staff on hand to handle SUSE technical support for their customers.
- The system for which the case is opened should be up to date on maintenance patches and updates.
- MSP Partner should provide any information from preliminary L1/L2 investigation to SUSE.
- Product Support Specialist should be always provided when opening a support case.
- Certification ID can be requested by technical support to verify the program requirements.
- **New MSP's that register at the SUSE Partner Portal** will be granted a one-time starter pack of 5 Service Requests to use while they get up to speed and complete their certifications. The 5SR start pack entitlement will expire in 30-days.
- MSP Partner's must complete their training and certifications to facilitate their interactions with SUSE Technical Support
- Partners who don't achieve their certifications may be denied support.

For more information about support level definitions and related processes, please refer to the [SUSE Support Handbook](#).

More information about support provided through the Partner Program can be found in the SUSE One Partner Program guide and specifically the support section. Link: [SUSE One Partner Program Guide](#) (Support: pages 28-31)

The below table shows how the delivered support levels are defined and what is expected of the MSP partner.

Support Level Definitions:

Level	Support Level Definitions
Level 0	Self-help and user-retrieved information from our Knowledgebase, documentation, and forums.
Level 1	Involves the collection and troubleshooting of configuration and logs by the MSP Partner to understand the cause of a problem and to make recommendations on how to resolve the issue. Customer needs to be current on maintenance to be entitled to support.
Level 2	This level draws the line between a usage and configuration problem versus a software defect. Problem isolation means problem duplication and clear documentation. In this level, resolution is provided for problems not resolved by Level 1 Support. Problem resolution may include suggestions on what the problem might be and provides reasonable workarounds. These suggestions require the MSP Partner to have an in-depth understanding of the respective technology and best practices to enable the MSP Partner to make recommendations on their customers environments.
Level 3	Once the MSP Partner determines the cause of the issue is on the SUSE code level then the MSP Partner will open a new support incident with SUSE on behalf of their customer to request code fixes. The SUSE support team will work directly with the partner and assist them to resolve the issue.

Subscriptions

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

Single-Tenant & Multi-Tenant

The SUSE MSP Price List describes two types of part numbers divided into segments:

Single-Tenant & Multi-Tenant

The SUSE MSP Price List describes three types of part numbers divided into segments:

- **Cloud or Multi-tenant:** Multi-tenant platform pricing listed under the “Cloud” section of the MSP Price List is used for pre-paid and/or on-demand models 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 part numbers may be used to offer SUSE products in an on-demand multi-tenant scenario and are offered in time increments of 1 hour & 1 month, and pre-paid time increments of 1 year, 3 years & 5 years.
- **Hosting or Single-tenant:** Dedicated user pricing listed under the “Hosting” section of the MSP 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 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 part numbers may be used to offer SUSE products in a dedicated user scenario and are offered in time increments of 1 month, 1 year, 3 years & 5 years.

- **Blank or Tenant-agnostic:** Certain part numbers do not have a segment and are left blank on the MSP Price List. These part numbers may be used for either a multi-tenant cloud deployment or a single-tenant hosting deployment. These tenant-agnostic offerings include part numbers for SUSE Global Services as well as for software subscriptions such as Rancher Prime.



Internal Use Subscriptions

- **Production Subscriptions:** Used by the MSP partner to run production workloads not related to the cloud service offering that the MSP partner is providing to end customers. In any single month, an MSP 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 MSP partner's internal consumption of SUSE subscriptions under the MSP program exceed consumption by its end customers. MSP 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 & conditions of the MSP Schedule.
- **Test & Development Subscriptions:** Used by the MSP partner to run test or development workloads only. Test and development subscriptions are available at no charge to MSP partners as a benefit of the SUSE One Partner Program.
- **Rancher Prime for Test & Development:** Rancher Prime is available for test and development subscriptions. Refer to this link for more information: <https://www.suse.com/support/rancher-prime/>

Subscription Matching

Unless otherwise agreed to in writing, the MSP partner must offer its end customers SUSE subscriptions in time increments that match the SUSE subscriptions the

MSP partner purchases from SUSE. For example, SUSE Linux Enterprise Server sold hourly to the MSP 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 part number and resell it as individual hours an end customer.

MSP Proration

The MSP Program does allow proration of annual and multi-year SKUs. If a Partner wants to sync the SKU to a specific date, they can prorate an annual or multi-year SKU. However, the Partner is **not** allowed to sync to a date that is prior to the end of the full period of the SKU.

Minimum Proration

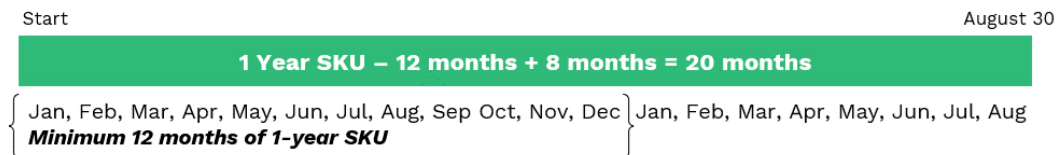
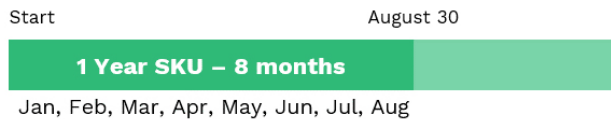
- 1-year SKU: Minimum proration of 12 months.
- 3-year SKU: Minimum proration of 36 months.

Example

In the example below, the desired sync date is August 30, 8 months from January 1st. The Partner cannot report only 8 months of a 1-Year SKU. Instead, they would need to meet the minimum requirement of 12 months on a 1-Year SKU.

To sync the SKU to the August 30 date, they would need to report 20 months of the 1-Year SKU (12 months + 8 months = 20 months).

Example of syncing a 1-Year SKU to a specific date: August 30



Pricing

Pricing for the SUSE subscriptions offered under the CLOUD specialization is governed by the SUSE MSP Price List. As of December 1, 2022, all technologies on the MSP Pricelist will be based on net program pricing. (SUSE, Rancher, NeuVector, Harvester, etc.)

MSP Price List

The SUSE MSP Price List is published monthly and is [accessible on the SUSE One partner portal](#). It contains pricing for all SUSE part numbers that are offered for both multi-tenant on-demand hosting & single-tenant managed hosting.

Yearly Part Numbers

SUSE also offers multi-year part numbers which are available on the MSP Price List.

These part numbers can be purchased (in exception to the standard royalty reporting process) as follows:

- CLOUD specialization partners who want to order 1-, 3-, and/or 5-year subscriptions can do so by including them into the regularly submitted report in a separate table labeled as, “*Upfront Annual Usage*”
- After the first notification (based on PO or initial report) the partner is exempt from adding these subscriptions in the monthly report for the remaining period for which these subscriptions had been purchased & reported in the first month
- Payment for these subscriptions is due upfront
- Obligations for the reporting of monthly and hourly subscriptions as stated in this guide will not be affected.
- Renewals of these subscriptions is determined by a renewal of the CLOUD specialization partnership agreement.

Add/Drop SUSE Software

SUSE reserves the right at any time to add or drop SUSE software from the SUSE MSP Price List. A specific version of a product (for example, SLES 12 SP1) will eventually reach end-of-life, at which time SUSE will no longer provide updates or support. To avoid this scenario, we always encourage use of newer product versions that have upgraded features and patches, and are still supported.

SUSE open source products come with open-ended usage rights. Should SUSE ever abandon a product, you may continue to use it without support or updates generally provided by SUSE.

Price Change Policy

SUSE may change the pricing and/or packaging of any SUSE product at any time. SUSE's normal policy is to notify partners 30 days in advance of any change via a Product Announcement.

Product Announcements & Pricing

SUSE makes regular [Product Announcements](#) that may be relevant to your business practice and could impact our price lists. If you'd like SUSE Product Announcements to arrive directly to your inbox, send us an [email request](#).




MSP Tier Level Requirements

The MSP Partner is required to maintain their certifications based on their SUSE Partner Program tier level. The MSP partner is expected to achieve **Emerald** tier status within 30 days of joining the program and

maintain Emerald tier status at a minimum. Partners who do not achieve and maintain the appropriate tier level certifications may be dropped from the program.

To review all benefits and requirements, go to the [Partner Portal > Partnership > SUSE One Program > Program Requirements & Benefits](#).

MSP Program Certification Requirements				
EMERALD				
SUSE Sales Specialist <i>Aimed at salespeople (non-technical)</i>	SUSE Technical Sales Specialist <i>Aimed at pre-sales (technical roles)</i>	Technical Expert <i>Aimed at system Administrators, Engineers, Architects & Technology Consultants</i>	SUSE Partner Support Accreditation <i>Aimed at Support Specialists providing support for customers</i>	
SSS Product <i>Choose a Product</i>	STSS <i>Choose a Product</i>	SCA, SCE, SCDS <i>Choose product(s) for support</i>	SPSA <i>Minimum of 1 per Geo per products sold below</i>	
*prerequisite 1 SSS Foundations 1	1	SLES, SLES for SAP, SUSE Manager, NewVector, Rancher, SLE Micro, Harvester & Longhorn 1	SLES *prerequisite 1 SCA 1 SPSA	Rancher *prerequisite 1 SCA + 1 SCDS 1 SPSA
Additional Requirements				
<input type="checkbox"/> MSP Program Agreement required	<input type="checkbox"/> MSP Partner must provide support to end customers		<input type="checkbox"/> Successful completion of at least 1 SUSE Partner Support Accreditation (SPSA)	
Resource: Courses & Certification				

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MSP Program Certification Requirements						
DIAMOND						
SUSE Sales Specialist <i>Aimed at salespeople (non-technical)</i>		SUSE Technical Sales Specialist <i>Aimed at pre-sales (technical roles)</i>		Technical Expert <i>Aimed at System Administrators, Engineers, Architects, & Technology Consultants</i>		
SUSE Product Support Specialist <i>Aimed at Support Specialists providing support for customers</i>						
SSS Foundations <i>Pre-req to SSS</i>	SSS <i>Choose Products</i>	STSS <i>Choose Products</i>	SCA, SCE or SCDS <i>Choose Product Family</i>		SSA <i>Choose Product Family</i>	
1 per person	4	4	4		Min. two per product family, per GEO Ex: SLES Only: 2 People (1 GEO) Ex: Rancher Only: 2 people (1 GEO) Ex: SLES & Rancher: 4 people (1 GEO)	
			SPSA has Technical Expert Pre-Req requirements. See below:			
			SLES and/or Rancher		SLES and/or Rancher	
			2 SCA SLES	2 SCA Rancher + 2 SCDS Rancher	2 SPSA SLES	2 SPSA Rancher
Additional Requirements						
<input type="checkbox"/> MSP Program Agreement required	<input type="checkbox"/> MSP Partner must provide Support to end customers	<input type="checkbox"/> At least 2 people with SPSA on staff per product family	<input type="checkbox"/> Completed and approved SUSE Partner Success Plan	<input type="checkbox"/> Minimum annual revenue commitment of \$150K annually.		

- The Sales Rep who takes the SSS Foundation must also successfully complete at least 1 SUSE Sales Specialist (SSS) certification (any product) to fulfil the full SSS requirement.
- SSS & STSS must be current/no longer than 3 years old.
- Technical Expert must be current/no longer than 5 years old.
- To view the current version on SUSE products, go to suse.com/lifecycle.
- Technical Expert: Minimum of 2 Technical Expert people to pass the 4 Technical Expert exams for Diamond.
- Partner must log onto the partner portal every 12 months, or the certification will not count towards tier requirements.
- Partner Annual review for certifications is done at the end of each calendar year.

NOTE: Failure to achieve and maintain certifications will result in disqualification from tier level benefits and downgrade to Sapphire tier level.

MSP Premier Addendums

Two new addendums to the SUSE MSP Schedule are available for those Direct SUSE CLOUD Emerald and Diamond Partners that wish to move to a Premier Support model which excludes SUSE's L1 & L2 Support. These addendums provide

an Incremental discount on the MSP Price List for the SUSE Product Family and/or the Rancher Product Family. MSP Partners must be SUSE Direct MSP partners and meet all the certification requirements for the SUSE CLOUD Emerald or Diamond tier levels including an SPSA Certification for SUSE and/or Rancher product family.

Contact the SUSE One CLOUD Team

For questions about any of the information in this guide, please get in touch with your SUSE Partner Executive or send an email directly to our team at: msp@suse.com



SUSE Software Solutions
Germany GmbH
Frankenstraße 146
90461 Nürnberg
Germany
www.suse.com

For more information, contact SUSE at:
+1 800 796 3700 (U.S./Canada)
+49 (0)911-740 53-0 (Worldwide)

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