SUSE® Linux Enterprise
Point of Service

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Comprehensive Portfolio

Server and Desktop

- SUSE Linux Enterprise Server
- SUSE Linux Enterprise Server for System z
- SUSE Linux Enterprise Server for IBM Power
- SUSE Linux Enterprise Server for SAP Applications

Cloud, Storage and Management

- SUSE OpenStack Cloud
- SUSE Manager
- SUSE Enterprise Storage
- SUSE Studio
- SUSE Linux Enterprise Server for Amazon EC2
- SUSE Linux Enterprise Server for Windows Azure

Extensions

- SUSE Linux Enterprise High Availability Extension
- Geo Clustering for SUSE Linux Enterprise High Availability Extension
- SUSE Linux Enterprise Real Time Extension
- SUSE Linux Enterprise Workstation Extension

Technical Services

- Premium Support
- Consulting
- Training

We adapt. You succeed.
Comprehensive Portfolio

Server and Desktop
- SUSE Linux Enterprise Server
- SUSE Linux Enterprise Server for System z
- SUSE Linux Enterprise Server for IBM Power
- SUSE Linux Enterprise Server for SAP Applications
- SUSE Linux Enterprise Server for High Performance Computing
- SUSE Linux Enterprise Server with Expanded Support
- SUSE Linux Enterprise Point of Service
- SUSE Linux Enterprise Desktop

Cloud, Storage and Management
- SUSE OpenStack Cloud
- SUSE Manager
- SUSE Enterprise Storage
- SUSE Studio
- SUSE Linux Enterprise Server for Amazon EC2
- SUSE Linux Enterprise Server for Windows Azure

Extensions
- SUSE Linux Enterprise High Availability Extension
- Geo Clustering for SUSE Linux Enterprise High Availability Extension
- SUSE Linux Enterprise Real Time Extension
- SUSE Linux Enterprise Workstation Extension
- SUSE Linux Enterprise Virtual Machine Driver Pack
- SUSE Manager Management Pack for Microsoft System Center
- Long Term Service Pack Support
- SUSE Linux Enterprise Live Patching

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We adapt. You succeed.
Customers in Retail Face a Tough Competitive Environment

Challenges:

- Increased volume of transactions, lowered profit margins, competition
- Buyers are demanding better service and more in-store touch points and kiosks
- Mobile devices need to be integrated securely
- Economic slowdown demands low-cost technology solutions
- Outdated POS hardware, environment
- Old POS software does not take advantage of new customer services
- Retailers must choose from .NET, Java, proprietary and homegrown POS apps
Retail Business Drivers

- Reduce and simplify licensing costs
- Increased in-store server performance and reliability
- Deploy store applications on a secure and compliant platform
- Centralized management and administration of POS server and image builds
- Ease the deployment of updates to the POS environment
- Freedom from vendor lock-in
SUSE Linux Enterprise Point of Service

The **only** enterprise-class Linux operating system **solution** tailored **specifically** for the **retail industry**

- **3-tier architecture** solution (admin server, branch server, point of service image tools)
- Provides a **reliable, flexible and open platform** for a variety of point of service devices.
- Get all the **stability, security, availability advantages of Linux**, and intelligently meet and exceed in-store computing needs at low cost.
SUSE Linux Enterprise Point of Service

“Scales” from old to brand-new hardware

Improved flexibility and vendor independence

Effective security and reliability

Great stability and uptime

Customize to your needs

Reduced total cost of ownership
Product Overview
SUSE Linux Enterprise Point of Service

- SUSE® Linux Enterprise Server
- Point of Service add-on tools
  - Image Creator (GUI to build terminal images), image templates
  - POS deployment and management framework consisting of *admin* and *branch* server configurations to manage, deploy, distribute and update terminal images

- Solution Components:
SUSE Linux Enterprise Point of Service Components

- **Administration Server**
  - Central administration point

- **Branch Server**
  - Network boot and system management infrastructure for point of service terminals
  - Generic system platform for in-store applications, like database systems and back-ends for the cash register Applications

- **POS Device Image Building**
  - Based on KIWI technology, provides GUI front-end to Kiwi for easy image creation
  - Includes pre-configured image templates for retail environments components and Extended Lifecycle
SUSE Linux Enterprise Point of Service Extended Lifecycle - Client Systems

• SUSE Linux Enterprise Point of Service 11 SP3 supported on POS client systems until March 31, 2022

• Restricted to limited set of packages (typical use case on "cash registers")

• POS Client Systems on SLES 11 SP2 or older must be updated to SP3

• Support is restricted to retail environments and is limited in scope for last three years of the lifecycle

• No updates to new service pack, no additional support plan
Administration and branch servers inherit support lifecycle from SUSE Linux Enterprise Server 11

- Full extended support lifecycle only with upgrade to latest SLES11 service pack
- Run admin/branch server on SLES11 SP3 after end of support → only with LTSS for SP3
- Run admin/branch server on SLES11 SP4 (or later) after end of support → only with LTSS for SP4 (or later)
- After SLES11 end of regular support in 2019 → customers must buy LTSS for latest service pack of SLES11
SUSE Linux Enterprise Point of Service Extended Lifecycle - Server

<table>
<thead>
<tr>
<th>Year</th>
<th>SLES General Support</th>
<th>SLES Extended Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>GA</td>
<td></td>
</tr>
<tr>
<td>2011</td>
<td>SP1</td>
<td></td>
</tr>
<tr>
<td>2012</td>
<td>SP2</td>
<td></td>
</tr>
<tr>
<td>2013</td>
<td>SP3 (build/admin/branch server “add-on”)</td>
<td></td>
</tr>
<tr>
<td>2014</td>
<td>either SLES 11 SP3 “base”</td>
<td>SP3 LTSS</td>
</tr>
<tr>
<td>2015</td>
<td>or SLES 11 SP4 “base”</td>
<td>SP4 LTSS</td>
</tr>
</tbody>
</table>

V6R1 V6R2 V6R3 V6R4 Toshiba Global Commerce Solution 4690
SUSE Linux Enterprise Point of Service
Extended Lifecycle - New Implementations

• SUSE Linux Enterprise Server 11 Long Term Service Pack Support policies do not allow for new implementations.

• However, with the extended lifecycle this policy is expanded:
  • On certified POS HW permitted until March 31, 2019
  • By keeping this deadline for new implementation, customers fully benefit from the lifecycle extension
SUSE Linux Enterprise Point of Service Extended Lifecycle - Replacements

SUSE Linux Enterprise Point of Service 11 replacement deployments supported:
- On certified hardware
- If identical to hardware deployed earlier
- If same operating system set-up and/or image is used
New Features
SUSE® Linux Enterprise Point of Service
New Features

- Easy remote management of SUSE Linux Enterprise Point of Service clients with SUSE Manager
- Enhanced High Availability for Branch and Administration Servers
- Provide ready-to-go image templates
- Create full system images/offline images for clients and install them via USB
- Allow download of system images to the service partition in the background
- Documentation - Migration from SUSE Linux Enterprise Point of Service 11 SP2 to SP3
Point of Service in the Cloud Age

- Most POS software will run in a remote cloud
- Small shops will rent their POS (SaaS)
- Large shops will run their own POS service cloud
- Technology like HTML 5 will make it possible to do transactions in the unlikely case that the online connection is down
- POS devices will often be mobile or even virtual (i.e. the POS application front-end runs on a device that is only temporarily used as the POS terminal)
- Connectivity will often be wireless
- Cash money and external peripherals will be less relevant than today
- Self service will be everywhere
Typical Configuration
SUSE Linux Enterprise Point of Service Architecture
Build Image with SUSE® Studio

- Using SUSE Studio build an image base on one of the templates that come along with the SUSE Linux Enterprise Point of Service solution
- Copy, unpack and register generated image to the SUSE Linux Enterprise Point of Service Admin Server
Deploy with SUSE® Linux Enterprise Point of Service

- Synchronize all SUSE Linux Enterprise Point of Service Branch Servers with its central Admin Server
- Reboot POS Terminals to pull updated images via PXE
Once a POS terminal is registered within a SUSE Manager instance you are able to:

- List, verify and update RPM software packages centralized
- Run remote commands on selected terminals
- Etc ...
SUSE® Studio, SUSE® Manager and SUSE® Linux Enterprise Point of Service

- Common code base with SUSE Linux Enterprise
- SUSE Studio builds and maintains complete portable application stacks in minutes for SUSE® Linux Enterprise
- SUSE Linux Enterprise Point of Service ...
  - is primarily targeted to point-of-sale terminals and kiosks, also a great fit for thin clients and banking terminals.
  - fast from scratch bare-metal installation (no cloning!) based on SUSE Studio images
  - branch servers and POS terminals are managed with SUSE Manager
- SUSE Manager
  - manages SUSE Linux Enterprise the Linux way
  - perfect add-on solution to manage, update and monitor SUSE Linux Enterprise Point of Service system environments
Summary
Summary

“Scales” from old to brand-new hardware

Improved flexibility and vendor independence

Effective security and reliability

Great stability and uptime

Customize to your needs

Reduced total cost of ownership
Resources

Where do I get more information?

- Product information for SUSE® Linux Enterprise Point of Service
- Technical requirements
- Technical support and knowledge database
  - http://www.suse.com/support/
- Certified Hardware Partner Search (YES CERTIFIED Bulletin Search)
  - https://www.suse.com/yessearch/
- SUSE Partner Software Catalog
  - https://www.suse.com/susePSC/home
Your Next Steps

• Learn more about SUSE® Linux Enterprise Point of Service at the web site:

• Analyze your current point of service environment
  - Is it supported and secure?
  - Does it allow for new and modern customer services?
  - Is it still economic?

• Visit our Booth
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