



Novell® IT Services

Novell® IT Services will help you manage costs, improve performance and focus on core business needs.

Novell Lets You Focus on Your Business

Outtasking your IT services to Novell takes the stress out of IT management. Our experienced, disciplined professionals will use best practices and their extensive expertise to help you easily maintain total control over your IT environment and eliminate downtime. Novell IT Services can maximise your return on investment, improve the performance and agility of your systems and enhance your productivity. We will provide the highest dollar-for-dollar value when it comes to managing not only your Linux* and Novell products, but your Windows*, UNIX* and Solaris* technologies as well. With far less to worry about on your end, you may focus on the strategic aspects of your business.

It is time to take advantage of the key benefits of Novell IT Services:

- **Vigilance that guarantees your uptime.**
Your systems must be available 24x7. That kind of uptime requires unwavering

attention to monitoring and maintenance. Novell gets the job done—day and night.

- **Freedom for you to pursue projects that matter.** *Your IT staff has more important things to do than focus on management tasks. We manage your systems so you may focus on the competitive road ahead.*
- **Control and manage IT costs.** *IT costs are difficult to manage. Not only will you benefit from predictable pricing, but you will also reduce the costs associated with downtime and opportunities lost.*

Novell IT Services at a Glance

Your IT services solution will be tailored to meet your needs. Whether you need someone to manage systems in your data centre, apply the latest security patches, deploy new applications to desktops or update system configurations, Novell IT Services is ready and qualified to help. What you need is precisely what you get: on top of System Monitoring you may choose any single service or combination of services, depending on your unique business needs.

■ Solutions:

Novell Global Services and Support

■ Products:

Novell IT Services



“With Novell IT Services, I can go back to my real job as a CTO, instead of being a data centre manager. I now spend my time building things that are important, rather than just oiling the hinges.”

Ken Lobenstein

CTO

Continuum Health Partner

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Systems and Application Management Services

How much time and money do you spend on change and configuration management? What do you lose when your systems go down? Are you confident that you have all the latest updates and patches installed? Novell IT Services can manage your systems and applications and seamlessly integrate with your helpdesk, change control process and trouble ticket system. We will implement best practices to keep your applications running and resolve issues quickly and efficiently. We are so certain Novell will deliver cost-effective services that we will guarantee uptime.

System Availability

Why lose productivity and revenue to downtime? Novell can improve system availability by managing your servers with cost-effective expertise that is second to none. You will be able to make better business decisions with regular reports that summarise the trends of your systems. With our uptime guarantees, you can be assured that your systems will remain available—even under the most demanding workloads.

System Change and Configuration Management

Your system is constantly evolving, as it must. But while change can be good, it may also be catastrophic. You must keep on top of system and configuration updates—and Novell can make this quick, safe and cost effective. Not only do we monitor your operating systems and application-configuration files, but with this data we proactively fine tune and optimise your environment to constantly improve your systems' performance.

System and Application Patching

Keeping systems and applications up to date is time consuming. If you do not, you run the risk of systems failing and miss out on the latest features. That's where Novell can help. We can apply any necessary patches to your company's applications while adhering to both your specifications and change-management processes. You will have the peace of mind and increased uptime that are the hallmarks of a highly efficient environment.

System Monitoring

Constant monitoring of your systems can prevent many problems. When issues do arise, the resolution may begin before users start calling the helpdesk. Turn monitoring over to Novell. We will watch your systems 24x7 and follow your guidelines—hours of coverage, technologies to monitor, notification, escalation procedures and more. Our experienced team will perform daily health checks, detecting potential issues and resolving them before users are interrupted or distracted.

System Forecasting and Optimisation

The utilisation of real-time data on usage trends is a proven way to reduce downtime. You will also cut costs when you purchase or upgrade only the system resources your data says you actually need. To improve system compatibility and to gain insight into your usage trends, Novell IT Services provides you with monthly reports and works with you to evaluate the results to predict your future needs.

A Winning Solution

When it comes to system and application management, choose Novell IT Services. You will receive unparalleled results that save you money. Novell IT Services delivers system stability, optimum performance and crisis prevention 24x7—without subjecting you to the tedium of constant monitoring and updates. Our services provide peace of mind and finesse the best possible performance from your system. Best of

all, with our professional staff of service engineers managing your systems and applications, you can stay focused on strategic projects, finding new ways to cut costs and accelerating progress toward your long-term goals.

Contact Novell to learn how you may outsource your IT services today! For more information, visit www.novell.com/itservices or contact your Novell sale representative.

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Contact your local Novell Solutions Provider, or call Novell at:

+31 10 286 4900 EMEA
1 801 861 4272 Worldwide
1 801 861 8473 Facsimile

Novell, EMEA

Novell House
1 Arlington Square
Downshire Way
Bracknell, Berkshire
RG12 1WA
United Kingdom
Tel: (44) 1344 724000
Fax: (44) 1344 724001
www.novell.com/emea/

Novell, Inc.

404 Wyman Street
Waltham, MA 02451 USA