

Services Guide for Novell® Master Licence Agreement Customers

The Services You Need, When You Need Them

Novell® licensing programmes deliver the predictable, reliable services you need to keep your IT infrastructure at its best. When you first purchase your Novell product, you also purchase Maintenance (upgrade protection, training and technical support), ensuring that you will always have the best possible experience with your products.

As a Novell Master Licence Agreement (MLA) customer with current Maintenance coverage, you have access to an impressive number of service choices, enabling you to select a service level that matches your organisation's needs. With access to our industry-leading online resources, training and support engineers, you get the answers you need to your most critical technology questions.

MLA customers rely on Novell to provide technical support and training options that are flexible and available when you need them. It is just one more way Novell is Making IT Work As One™.

Novell Premium Service™

Through the purchase of Maintenance, all MLA customers are provided with access to one of several levels of Novell Premium Service. Each level includes unlimited support centre benefits such as:

- *Product-specific technical support*
- *Electronic "On-demand" training*
- *Access to the award-winning Novell support Web site*

Depending on the annual discounted Maintenance fees you pay, you may also qualify for the Advanced or Enterprise levels of Premium Service, which include more personalised and customised enterprise services, such as:

- *Account management*
- *Dedicated support resources*
- *On-site support*

Of course, Novell offers a variety of additional support options and packages providing higher levels of support that may be purchased based upon your needs.

Programme Overview

Benefit	Standard (Linux only)	Priority	Advanced 1	Advanced 2	Enterprise 1	Enterprise 2
Novell Premium Service Engineer	Optional	Optional	Optional	Assigned Support Engineer (ASE) Up to 30 SRs	Primary Support Engineer (PSE)	Dedicated Support Engineer (DSE)
Service Account Management	Optional	Optional	Optional	Yes	Yes	Yes
Novell Professional Resource Suite (NPRS)	Optional	Optional	Optional	Optional	1 Subscription 5 portal accounts	2 Subscriptions 10 portal accounts
Brainshare Passes	Optional	Optional	Optional	Optional	1	2
"First-look" Training	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Technical Support Service Requests	Unlimited 12x5	Unlimited 24x7	Unlimited 24x7	Unlimited 24x7	Unlimited 24x7	Unlimited 24x7

Support Centre Benefits

The following support centre benefits are available to all MLA customers for products covered under Maintenance:

Technical Support

Each level of the Premium Service programme includes unlimited service requests for any product covered by Maintenance. This means that our support professionals are standing by, ready to resolve technical issues when you need support. Customers who have purchased Standard Linux subscriptions receive 12x5 access. All other customers receive 24x7 access.

Our target maximum response times vary by the severity of your issue, as follows:

Severity Level	Description	Targeted Maximum Response Time
1	Production server is not operational, mission critical application is severely impacted.	1 hour
2	Production server has limited functionality, subject to periodic interruptions, or considered unstable after service is restored.	4 hours
3	Non-significant error, general questions, etc.	4 hours

To access our industry- and customer-acclaimed support engineers, simply go to the Web site and log your service request. You will have the option for real-time support (via live chat), or you may interact with your Novell support engineer by e-mail or request a callback by telephone. If you have a Severity 1 support issue, we recommend you call the Novell Support Centre and work directly with a Novell Customer Service Representative to submit your service request.

First-look On-demand Training

With First-look On-demand Training, your staff will learn how to utilise your Novell technology to ensure smoother, more efficient systems. As an MLA customer and with proper Maintenance coverage, you will get access to specially designed on-demand training that introduces you to your products—and teaches you how to install and configure them out of the box. Learn all about your products' installation, basic configuration, features and functions at your own pace and at your own convenience—anytime, anywhere, as often as you like.

Award-winning Online Support Resources

As an MLA customer, you always have access to industry-recognised online resources for quick, anytime answers via the Novell Support Web site (www.novell.com/support). In fact, the Association of Support Professionals (ASP) included the Novell Support Web site on its list of Ten Best Web Support Sites of 2008.¹ It is easy to see why. Here you will gain access to an exhaustive supply of technical documentation, news groups, tools and much more. On this site, you may:

- *Search the Knowledgebase for answers to even the most stubborn technical questions*
- *Post questions on the Novell product support forums and tap the collective knowledge of systems operators, network administrators, consultants and instructors from around the world*
- *Download product updates and patches*
- *Subscribe to the most comprehensive portable technical resource from Novell: Novell Professional Resource Suite™.*

The Association of Support Professionals (ASP) included the Novell Support Web site on its list of Ten Best Web Support Sites of 2008.

¹ www.asponline.com/awards.html

Premium Service Engineers are experts at understanding your specific system(s) and environment to get your technology issues resolved quickly.

Your Novell Service Account Manager will become familiar with your business and technology objectives in order to fully understand your technical support needs.

² See the chart on page 2 for the specific benefits included at each level.

This all-inclusive Novell technical subscription gives you exclusive utilities, a software evaluation library, developer resources and many additional benefits. Novell Professional Resource Suite is delivered on DVD and CD and includes access to the Subscriber Portal, putting the right tools in the hands of your in-house staff—when and where it needs them.

- Manage your Novell product licences and Maintenance from one location: the Novell Customer Centre.

Enterprise Services

The following enterprise services are available as part of the Advanced and Enterprise levels of Premium Service.² Most of these services

are also available for purchase to any MLA customer who would like to augment their existing services.

Premium Service Engineers

Novell Premium Service Engineers offer a single point of contact for all of your Novell technical issues. Premium Service Engineers are experts at understanding your specific system(s) and environment to get your technology issues resolved quickly. Their in-depth knowledge of Novell technologies and solutions offer the highest level of service for the most customised configurations. Because Premium Service Engineers are a continuing presence in your workplace, they can also assist you in making recommendations on key issues, such as staffing, training, project planning, periodic health checks and more. If your Agreement does not include a Novell Premium Service Engineer, or if it does but your organisation requires multiple resources, you may purchase these services separately.

Benefit	ASE	PSE	DSE
Dedication Level	Assigned Contact	Semi Dedicated	Fully Dedicated
Availability	Up to 50 Service Requests	Unlimited Service Requests	Unlimited Service Requests
Response	1 hour	30 minutes	15 minutes
Hours of Access	12x5	24x7 ³	24x7 ³

Health Checks

Health Checks are performed by experienced Novell Premium Service Engineers. This process includes analysing your entire Novell environment, along with addressing any specific concerns you may have. Afterwards, a report detailing recommendations specific to your environment and business issues may then be provided to help you implement improvements to optimise Novell system performance.

On Site Visits

On site visits by your Novell Premium Service Engineer may be used to augment your staff, ensure Novell assistance during specific projects or resolve emergencies. On site visits may also be made by your Service Account Manager, so that he or she may work in person with your IT staff to best understand your system configuration, business needs and technology environment.

Account Management

Personalised Account Management has proven to be one of the most valued features of Premium Service. Your Novell Service Account Manager will become familiar with your business and technology objectives in order to fully understand your technical support needs. They advocate and coordinate the efforts of support personnel on behalf of your business and ensure that you receive (and are able to use) the support tools that are provided with your Premium Service agreement by:

- *Verifying that service requests are logged, prioritised and are progressing appropriately*
- *Working with support engineers and management to facilitate the resolution for your critical issues*
- *Hosting regularly scheduled meetings to discuss your support and resolve any concerns relating to Novell support*
- *Coordinating and recommending optional services such as on-site visits, scheduled standby, health checks, training opportunities and more*

Novell BrainShare® Passes

Depending on the level of Maintenance, you may be entitled to receive one or two free passes for complete access to our premier annual global conference, BrainShare.

Here you will gain insight on our vision through informational keynotes, instructional main tent sessions, captivating technical showcases and more than 250 breakout sessions. These sessions are unsurpassed in content quality, hands-on experience, and access to the engineers and experts that build the technology.

Novell Professional Resource Suite and Subscriber Portal Offering

With the right tools, your in-house staff can quickly resolve minor problems, saving time and money. The Novell Professional Resource Suite combines the resources in the Novell Software Evaluation and Development Library and Novell Support Resource Library™. With this all-inclusive subscription, you will have everything you need to make the most of your system.

You may also manage your Technical Subscription through the Novell Subscriber Portal. This account allows you to assign the subscriptions to your colleagues, as well as allowing you to access all subscription resources, including some that are only available online. Through the Subscriber Portal, you may:

- *Manage subscriptions*
- *Obtain expanded licences and software*
- *Access Linux* software updates*
- *Get early access to software*
- *Access a wealth of training such as self-study manuals and First-look On-demand Training courses*

Other Optional Services

In addition to the benefits available through the Premium Service packages, we offer a number of optional services you may purchase to customise your service agreement.

Scheduled Standby

Scheduled Standby allows you to schedule a Novell support expert to provide assistance while you make any system changes, including during routine maintenance. In essence, whenever you do anything that may pose a risk to your operations, Novell is there, ready to help. Simply contact your standby support engineer two hours before your planned activity to discuss exactly what you will be doing—and your support engineer will advise on the best course of action. With a Novell technical expert ready to assist, you will be able to accomplish tasks quickly and avoid surprises.

Novell Technical, Advanced and Custom Training

Novell offers a variety of training options to help you make sure your IT staff gets the training it needs. For example, our Novell Certification courses are conveniently located at Novell Authorised Training Partner sites near you. Or, for the ultimate convenience, opt for self-study courses that include the same industry-acclaimed course materials.

We also deliver Novell Advanced Technical Training™ courses, giving your staff real-world expertise it may put to immediate use. In addition, we offer Custom Training—the best way to ensure that your IT personnel have the requisite skills to implement, maintain and troubleshoot your organisation's unique Novell infrastructure. Finally, we offer

training assessment services, so that your organisation may build a specialised training plan based on your staff's existing skills (and the product skills they need) to support your Novell solution.

Novell Services

Novell Services is dedicated to providing quality service offerings that consistently exceed our customers' expectations. We consider the pursuit of quality and continual improvement an ongoing responsibility of every employee in our organisation. Because of this, you can rely on Novell to provide services that help your organisation define and achieve its specific objectives. These professional, customisable, customer-focused services are backed by more than 25 years' experience in building and supporting technical solutions for multivendor, multilingual, global enterprises. Regardless of your platform mix, the Novell Services team can deliver the services you need. From award-winning self-support options to personal attention from knowledgeable engineers, to industry leading training, to expert consulting engagements, you will find the level of support you need. Our services ensure smooth, efficient business operations that can help you develop and maintain profitable relationships with your valued business partners and customers.

To learn more about all of the extensive Novell Services offerings, visit: www.novell.com/services

As a Novell Master Licence Agreement (MLA) customer, you have access to industry-leading training and support. We make it easy to get the answers you need to your most critical questions through access to our award-winning online resources, training and product engineers.

www.novell.com



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

Australia

1-800-668-355

China

86-10-6533-9000

Hong Kong

852-2588-5288

India

91-80-4002-2300

Japan

81-3-5740-4301

Korea

(82) 11 3131464

Malaysia

60-3-7722-6100

New Zealand

0800-441-671

Singapore

65-6395-6888

South Korea

82-11-3131-464

Taiwan

8862-2737-0946

Novell, Inc.

404 Wyman Street
Waltham, MA 02451 USA