

Running at Full Throttle: Novell® Services for SUSE® Linux Enterprise

Manage SUSE® Linux Enterprise with Confidence

Our experience, expertise and quest for quality have been recognized by the industry and by customers. You can count on Novell to provide the services you need so you can focus on what matters most to you—your business.

When you choose SUSE® Linux Enterprise, you get the best-engineered enterprise Linux* platform available today. You also get competitive pricing, leading edge products and world-class services—an unparalleled combination that allows your IT and people to work as one. And you can adopt and manage your SUSE Linux Enterprise solution with confidence, knowing you're backed by the world-class Novell® Services organization. You can leverage the expertise of our IT Consulting experts, obtain industry-leading training and access our award-winning support organization to ensure you get the most from your IT investment. Our experience, expertise and quest for quality have been recognized by the industry and by customers. You can count on Novell to provide the services you need so you can focus on what matters most to you—your business.

Novell Services: Reap the Benefits of SUSE Linux Enterprise—More Quickly and More Efficiently

We know that in today's economy, you need cost-effective systems that are reliable and scale to meet your data center's changing needs. But you also need a solution that works well in complex, heterogeneous environments. SUSE Linux Enterprise fulfills those needs, but even the best-engineered products can be complicated to deploy or may present challenges. That's why Novell combines innovative products with industry-leading IT consulting, technical training and support.

You can leverage the real-world experience of our IT consulting experts at Novell and at our qualified partners to help you plan for, develop and implement SUSE Linux Enterprise technologies. We have the experience and

best practices you need to help solve your complex challenges. For example, deploying SUSE Linux Enterprise in a large, heterogeneous environment can be challenging without the correct help. Our Novell IT Consulting professionals and partners understand large data center environments and can help you successfully complete a large-scale operating system deployment.

In addition to providing IT consulting services for SUSE Linux Enterprise, we also offer a full range of support and training services that can be modified to fit your exact needs. If you need 24x7x365 support physically located in your global data centers, we can do that. If you need customized training that is tailored for your exact application footprint and security policies and is delivered at your corporate headquarters, we can do that. And if you need convenient online training that leads to Linux certification, we can do that too.

No matter the size or complexity of your deployment or the challenges you need help resolving, Novell Services, along with our partners, can help you reduce risk and reap the benefits of your Novell investments quickly and efficiently.

Novell Services: Combining Our Experience with the Experience of Our Partners

How do we provide unmatched services and support to ease the transition to SUSE Linux Enterprise? The answer is that we have unmatched product and domain knowledge. No other services organization knows SUSE Linux Enterprise better or has more real-world SUSE Linux Enterprise deployment experience than Novell Services.

However, the value that we deliver is not from our solutions alone. Interoperable solutions and mixed IT environments simply can't work without strong, productive partnerships. We share our product expertise, best practices and delivery methodologies with our qualified service partners so they can provide best-of-breed services for our solutions.

We have nearly 5,100 partners, including some of the most respected names in the industry. These partners include 3,200 solution providers, VARs, VADs and industry resellers, more than 500 training partners, and more than 1,300 technology partners, both independent software and independent hardware vendors.

In addition, we have more than 3,000 independent software vendor applications certified on the SUSE Linux Enterprise platform, ensuring that the mission-critical applications you need to run your business are available on the most interoperable and best-engineered Linux. The bottom line is that with our partners and through our ecosystem, we can provide the services and tools that will best meet your unique needs.

So no matter how you get our solutions—directly from us or through our partners—you can be assured that they are based on the processes, best practices and delivery methodologies developed by Novell Services.

IT Consulting: Take Advantage of Our Offerings

Novell IT Consulting, along with our qualified partners, provides a number of offerings to help you get the most from your SUSE Linux Enterprise investment, including:

- **Server Consolidation Assessment.** *This is a systematic approach to consolidating your data center server footprint, including virtualization if appropriate.*
- **Workload Migration Assessment.** *A workload migration assessment helps you understand your current application infrastructure and recommends candidate workloads for migration to SUSE Linux Enterprise Server. Depending on your requirements, we can build a customized migration roadmap for your specific IT environment, supported by a technical architecture and a business case detailing the financial value of migration.*
- **Data Center Systems Management Assessment.** *This assessment provides a quick, documented survey of your Linux infrastructure and delivers systems management recommendations specifically tailored to your environment.*
- **Version Upgrade Assessment.** *A version upgrade assessment helps you understand your current upgrade requirements, including current and target product version levels, technical and business requirements, and how to execute the required product upgrades.*
- **Enterprise Application Migration.** *In this offering, we configure the target SUSE Linux Enterprise Server platform and migrate an instance of the application in a lab environment. We document the migration and provide knowledge transfer to your personnel.*
- **SUSE Linux Enterprise Server Management Design and Implementation.** *This offering documents a systems management architecture, and we work with you to implement the designed management solution. Formal knowledge transfer is part of this offering.*
- **Virtualization Management.** *In this offering, we design and implement a virtualization management solution to manage a SUSE Linux Enterprise Server with Xen* virtualization technology infrastructure, leveraging PlateSpin® Orchestrate from Novell.*
- **Core Build Design and Certification.** *This offering creates a base ("core") SUSE Linux Enterprise Server build and*

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When you're ready for additional training, Novell provides the training you need, when and how you need it—from introductory courses to the most advanced engineering-level classes.

With a flexible and affordable subscription, Novell on-demand training delivers high-quality training content at a low cost.

documents the build processes for your target implementation platform(s).

- **Security Hardening Certification.** *With this offering, we work with your security teams to define and certify a SUSE Linux Enterprise Server core build that meets your specific security requirements.*
- **High Availability.** *This offering delivers a clustered high-availability solution for your critical workloads. Our high-availability teams work with you to evaluate the system resources to be failed over and configure the SUSE Linux Enterprise Server high-availability components to meet those requirements. Furthermore, we provide the high-availability configuration documentation for the defined workloads and provide knowledge transfer to your personnel.*
- **Expert Services.** *These services provide expertise, guidance and knowledge transfer that will support your adoption and deployment of SUSE Linux Enterprise Server. These services, driven by your need to augment staff, are billed at fixed weekly rates.*
- **SUSE Linux Enterprise Point of Service, Mainframe Linux and Deep Performance Tuning.** *Novell IT Consulting also offers design and implementation services for these areas at the kernel level.*

For more detailed information, visit:
www.novell.com/consulting

Novell Technical Training: Prepare Your Staff to Maximize the Benefits of SUSE Linux Enterprise

Another effective way to get the most out of your SUSE Linux Enterprise purchase is

by ensuring your staff are trained and prepared to maximize the power of SUSE Linux Enterprise in your organization. Depending on the subscription level you choose, you may be entitled to First Look training from Novell. These courses are on-demand and cover the fundamentals of installation and basic configuration, as well as the new features and functionality of a product.

And when you're ready for additional training, Novell provides the training you need, when and how you need it—from introductory courses to the most advanced engineering-level classes. In addition, we offer that training through a variety of training delivery methods to ensure your experience is convenient and effective.

Classroom Training through Our Authorized Training Partners

Working with select Training Partners, Novell has developed industry-recognized training materials and exams. These materials are taught by more than 500 partners in their training centers. The result is exceptional training that is consistent around the world. All Novell certification classes are taught by Novell Training partners.

On-demand Training

Novell has built a reputation for providing industry-leading training. Now, we're making training available any time, from any location. With a flexible and affordable subscription, Novell on-demand training delivers high-quality training content at a low cost. It offers a rich, interactive and complete online learning environment that includes expert instructors, video demonstrations and much more.

Virtual Classroom Training— Online Live

In many countries, we offer online classes to get customers the knowledge and practice they need to implement the most sought-after Novell solutions. In the typical online

class, online tools are used to send the instructor questions, chat with other participants, ask and answer questions, complete online abs and view instructor demonstrations.

Advanced Technical Training

Novell Advanced Technical Training offers the most rigorous and demanding Novell training available anywhere. Our comprehensive courseware addresses a spectrum of advanced, engineer-level topics ranging from in-depth, feature-specific functionality to complex enterprise solutions.

Assessment-based, Customized Training

Your enterprise and business needs are not the same as those of other organizations. But with Novell Training, we can address your unique needs through customized solutions. With a Linux Technical Skills Assessment, you get a thorough picture of the skills your staff already possesses, and you can identify additional skills that they need. Our training teams will then help you design a detailed training plan tailored to the needs of your business as defined by the assessment and your long-term business objectives. Our customized training will enable your staff to expertly manage your infrastructure and harness the full cost-saving power of SUSE Linux Enterprise.

Certification

Industry-leading certifications from Novell are globally recognized and provide tangible proof that you and your staff have the knowledge required to support your SUSE Linux Enterprise products. Armed with these certifications, you can be sure your staff can effectively implement, administer, manage and support Linux solutions across your enterprise. Certifications include:

- *SUSE Linux Enterprise Administrator*
- *SUSE Linux Enterprise Desktop Administrator*

- *SUSE Linux Enterprise Engineer*
- *SUSE Linux Enterprise Professional*

For detailed information on all of our training courses, methods and certifications, visit: www.novell.com/training

World-class Support for Your SUSE Linux Enterprise Solution

Novell is the world's leading provider of Linux support services, featuring the largest staff of skilled Linux engineers and support centers located across the globe. An independent study ranked Novell ahead of both Red Hat and Oracle for Linux support, specifically in the areas of overall quality, timeliness and the ability to address the needs of mixed source IT environments. With more than 25 years of providing award-winning enterprise and partner support—including cutting-edge infrastructure, tools and processes—Novell offers exceptional response times, a customer-focused culture, proven escalation processes, and backing from industry-recognized and respected Linux developers. Novell is the only Linux support organization to earn the coveted SCP certification and our commitment to quality has earned us numerous honors, awards and certifications. You can choose SUSE Linux Enterprise with complete confidence, knowing you have the world's best provider of Linux support services backing you up.

Award-winning Online Support Resources

With each SUSE Linux Enterprise subscription, you have access to an industry-recognized resource for quick, anytime answers: the Novell Support Web site. The Association for Support Professionals (ASP) included this always-available, easily searchable Web site in its Hall of Fame for consistently being on its list of Ten Best Web Support Sites. The Novell Support Web site gives you access to a wealth of resources, including:

- *The Novell knowledgebase*
- *Technical documentation*

You can choose SUSE Linux Enterprise with complete confidence, knowing you have the world's best provider of Linux support services backing you up.

Novell Premium Service Engineers offer a single point of contact for all of your Novell technical issues. They are experts at understanding your specific system(s) and environment to get your technology issues resolved quickly.

- *Product support forums*
- *The Novell Support Advisor*

The Novell Support Advisor is an online system diagnostic tool designed specifically for SUSE Linux Enterprise customers.

SUSE Linux Enterprise Subscription Support

Each SUSE Linux Enterprise subscription provides a unique set of support and training benefits, giving you the option to choose the level that best suits your needs.

	Basic	Standard	Priority
Support Duration	30 days	1 year	1 year
Access	12x5 Web only	12x5 Web and phone	24x7 Web and phone
Response Time	2 days	4 hours	1 hour for high-severity issues 4 hours for all other issues

Customers who purchase SUSE Linux Enterprise subscriptions through the Novell Master License Agreement program may be eligible for additional support services through the Novell Premium Service™ Program. Many of these services are described in the following section.

Enterprise Services

The following enterprise services are available either to customers who wish to augment their subscription services, or in the Advanced and Enterprise levels of Premium Service, available to Novell Master License Agreement customers.

Advantage Service Requests

Advantage Service Requests give you the opportunity to expedite the response and resolution times for more critical issues. The teams of senior support engineers who handle Advantage Service Requests are more experienced and have immediate access to the entire Novell worldwide technical support organization, resulting in faster response and resolution times. The maximum target response time for an Advantage Service Request is one hour.

Account Management

Personalized account management has proven to be one of the most valued Novell services. Your Service Account Manager

develops a close working relationship with your business to gain an in-depth knowledge of your technical support needs. Service Account Managers advocate and coordinate the efforts of support personnel on behalf of your business.

Premium Service Engineers

Novell Premium Service Engineers offer a single point of contact for all of your Novell technical issues. They 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 offers the highest level of service for the most customized configurations. Premium Service Engineers can also assist you in making recommendations on key issues, such as staffing, training, project planning, periodic health checks and more.

Health Checks

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

On-site Support

With On-site Support, you get an expert support engineer to assist you with your Novell technologies. Your Novell On-site Support engineer works alongside your team during, and directly following, planned system changes. Even when the unexpected occurs, we can send an expert to help you bring your systems back online.

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'll be doing—and your support engineer will advise you on the best course of action. With a Novell technical expert ready to assist, you'll be able to accomplish tasks quickly and avoid surprises.

Take full advantage of SUSE Linux Enterprise capabilities—and sharpen your competitive advantage—by using the expertise of our staff and our partners to design, implement and support your solution.

For information on Novell support resources and programs, visit: <http://support.novell.com>

Learn More Today

Leveraging the Novell Service organization, you'll quickly realize impressive short and long-term returns on your SUSE Linux Enterprise investment. Take full advantage of SUSE Linux Enterprise capabilities—and sharpen your competitive advantage—by using the expertise of our staff and our partners to design, implement and support your solution. For more information on Novell Services, visit: www.novell.com/services

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www.novell.com



Contact your local Novell
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