

Services Guide for Academic Customers

The Novell® Academic Buying Programmes make it easy for your organisation to take advantage of our latest technologies. Through these programmes, you may tap into the world-class Novell Services organisation, which is recognised for providing the quality consulting, training and support services you need to adopt and manage your Novell solutions with complete confidence.

The Services You Need, When You Need Them

Novell delivers the predictable, reliable services you need to design, implement and manage your IT infrastructure. As an Academic Buying Programmes customer, you have access to an impressive number of service choices, so you may select those that best match your organisation's needs.

Expert Consulting Assistance

Implementing a quality solution is more than just applying technology to problems. You need experts with deep technical knowledge and broad industry experience to help you reduce risk, accelerate your return on investment and create competitive advantage. Leverage the expertise of Novell IT Consulting to help you design and implement cost-effective, reliable and secure solutions that meet your objectives. Novell IT Consulting, along with our trusted partners, can help you:

- *Thoroughly scope and plan your solution to ensure quality decisions from the start*
- *Design and implement the solution that will achieve tangible results*
- *Integrate open and closed source software components*
- *Reduce support requirements*
- *Maximise product utilisation and performance*
- *Develop best practices for your in-house team*
- *Reduce risk during and after deployment*
- *Accelerate your return on investment*

To view our complete portfolio of consulting offerings, visit: www.novell.com/consulting

Industry-leading Training

Providing appropriate training for your staff is key to a successful implementation and to the ongoing success of your organisation. A prepared and engaged staff can minimise support costs and fully utilise the

■ Solutions:

Novell Services

■ Products:

Novell Academic Buying Programmes



“Novell Consulting™ was outstanding. They provided an honest assessment and a detailed road map to reach our goals. They really listened to us throughout the project and cared about our success. We can't say enough good things about them.”

Stephen Whicker

Project Manager for HIPAA Security
St. Vincent Health

Novell has built a reputation for providing industry-leading training—where and when you need it.

many benefits of your solution to maximise the return on your investment. Novell has built a reputation for providing industry-leading training—where and when you need it. We offer training courses for all roles and skill levels in a variety of methods to meet your learning and budgetary needs, including:

- *First Look on-demand training to help you learn the fundamentals of installation, configuration, features and functionality*
- *On-demand training libraries that deliver a rich, interactive and complete online learning environment*
- *Classroom training through more than 500 authorised Novell training partners worldwide*
- *Online live and virtual classroom training that allows you to have a live instructor without the travel costs*
- *Advanced Technical Training™ that addresses a spectrum of advanced, engineer-level topics ranging from in-depth, feature-specific functionality to complex enterprise solutions*
- *Customised training designed to meet your unique objectives*
- *Globally recognised certification programmes*

For detailed information, visit: www.novell.com/training

Award-winning Online Support Resources

As an Academic Buying Programmes customer, you get access to industry-recognised resources for quick, anytime answers: the Novell Support website. This always-available, easily searchable website continues to achieve the distinction of The Association for Support Professionals (ASP) Ten Best Web Support Sites and is now a member of its Hall of Fame. The Novell Support website gives you access to an exhaustive supply of technical documentation, news

groups, tools and much more. Visit: www.novell.com/support to:

- *Search the Knowledgebase for answers to even the most stubborn technical questions. This ever-growing collection of product manuals, articles, tips and technical information documents (TIDs) contains the information you need now.*
- *Download product updates and patches to keep your network resources humming along. You have access to support packs, patches, beta software and other valuable offerings. This A-to-Z software library helps you keep multi-platform versions of Novell and open source software running at peak levels.*
- *Download and use the Novell Support Advisor. The Novell Support Advisor is a free online system diagnostic tool that allows you to perform both proactive and reactive system and application diagnostic tasks in a local, secure and automated fashion.*
- *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.*
- *Subscribe to one of our technical subscriptions, including the Novell Professional Resource Suite™. This all-inclusive Novell technical subscription gives you exclusive utilities, a software evaluation library, developer resources and many additional benefits.*
- *Manage your Novell product licences and access many valuable resources from one location. Novell Customer Centre is your convenient online home for useful, up-to-date information that helps you optimise licence management with minimal affects on your IT staff. This is the place for information about the resources you need right now to make effective planning decisions.*

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www.novell.com

World-class Novell Support

Our expert support professionals are standing ready to help when you need assistance resolving your issues.

Service Requests

You may purchase service requests, specially priced for Academic Buying Programme customers, in increments of 5, 10 or 20 (varies by region). Academic Service Request Packs come with a 2-hour response time and support is accessible 24 hours a day, 7 days a week.

To access our industry- and customer-acclaimed support engineers, go to the website 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 call back.

For more detailed information, visit: <http://support.novell.com/programs/academic.html>

Novell Tech Select Service

You may also choose to purchase Novell Tech Select, which combines three service requests with a subscription to the Novell Professional Resource Suite.

Enterprise-level Services

You may choose to augment your subscription with the following enterprise services to enjoy the highest levels of personalised and responsive services Novell has to offer:

- **Premium Service™ Engineers.** *Novell Premium Service Engineers offer a single point of contact for all of your technical issues, for an entire year or on a quarterly basis for critical projects. They are semi- or fully dedicated senior engineers whose in-depth knowledge of Novell technologies, as well as your specific systems and environment, allows them to resolve your issues quickly. Your Premium Service Engineer can also make recommendations on key issues such as staffing, training, project planning, periodic health checks and more.*
- **Service Account Management.** *Service Account Managers develop a close working relationship with your business to effectively advocate and coordinate the efforts of support personnel on your behalf. Service Account Management is included with the Premium Service Engineer packages or may be purchased separately.*

Regardless of your platform mix, the Novell Services team can provide the support you need: from award-winning self-support options to personal attention from knowledgeable engineers, you will find the services you need to ensure smooth, efficient business operations.

Benefit	ASE	PSE	DSE
Dedication Level	Up to 30 ASE Service Requests	Semi-dedicated Contact	Fully Dedicated Contact
Onsite	Optional	Up to 4 days per year	Up to 4 days per week
Response	1 hour	30 minutes	15 minutes
Hours of Access	8x5 ASE (24x7 Support Centre)	24x7	24x7
Health Checks	Optional	1	2
Service Summary Reports	N/A	Quarterly	Quarterly

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

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Other Services

- **Project ASE and Project PSE**—*Minimise unnecessary delays and risk for technology transformation projects. These Premium Service Engineers provide personalised, custom support for 3 months by resolving unforeseen technical support issues and addressing specific project related needs.*
- **Health checks**—*Premium Service Engineers analyse your Novell systems and provide a report that details customised recommendations for optimising system performance and minimising costly downtime.*
- **On-site support**—*Work alongside our support engineers during planned system changes. When the unexpected occurs, you may feel confident knowing that you can have a Novell expert to help you bring your systems back online.*
- **Scheduled standby**—*Minimise risk by scheduling a Novell expert to be available during planned system changes and routine maintenance.*

For more information, visit: http://support.novell.com/support_options.html

Novell Services

Novell Services is dedicated to providing quality services offerings that consistently meet or exceed our customers' expectations. These professional, customisable, customer-focused services are backed by more than 25 years of experience building and supporting technical solutions for multi-vendor, multilingual, global enterprises. Regardless of your platform mix, the Novell Services team can provide the support you need: from award-winning self-support options to personal attention from knowledgeable engineers, you will find the services you need to ensure smooth, efficient business operations. To learn more about all the extensive Novell Services offerings, visit: www.novell.com/services



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

France

+33 1 55 62 50 00

Germany

+49 211 56 31 0

Italy

+39 02 360 46 335

Netherlands

+31 30 299 50 00

Poland

+48 22 537 5000

Russia

+7 495 697 1914

Spain

+34 91 640 25 00

Sweden

+46 (0)8 752 25 00

Switzerland

+41 43 456 23 00

South Africa

+27 11 322 8300

United Kingdom

+44 1344 724 000

Novell, Inc.

404 Wyman Street
Waltham, MA 02451 USA