



Novell® Services for Business Service Management

When you choose to implement a Business Service Management solution from Novell, you also tap in to a world-class services organization, recognized for providing quality consulting, training and support services that allow you to adopt and manage your solution with complete confidence.

Reap the Many Benefits of Business Service Management—More Quickly and Efficiently

Business Service Management solutions from Novell enable IT organizations to deliver service quality, meet service compliance and communicate service achievement, while maintaining control over the infrastructure. Get the most from your investment and quickly reap the benefits of effective business service management by leveraging the technical and business expertise of the Novell® Services organization, including our trusted partners. We can help you design, implement and manage the solution that will reduce costs, increase value and mitigate risk in your complex environment.

Novell IT Consulting: Get Real Solutions, on Time, within Budget

Effective business service management allows your data center to move from simply monitoring technology to delivering services in real time. The experts of Novell IT

Consulting have the business service management expertise to build a solution that provides a live view of the infrastructure to assess impact prior to a change, proactively avoids impacting events, diagnoses events with speed and communicates service value. We can help you with:

- *Service monitoring*
- *Service mapping*
- *Service measuring*

Leveraging our deep technical knowledge and broad industry experience, we can help you reduce support requirements, maximize product utilization and performance, develop best practices and transfer knowledge to your internal teams. Our consistent and well-defined methodologies ensure quality solutions are delivered on time and within budget. Leveraging Novell Operations Center and the expertise of Novell IT Consulting, we can turn your data center into a true service provider.

■ Solutions:

Novell Services
Business Service Management

■ Products:

Novell IT Consulting
Novell Technical Training
Novell Technical Support

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.

Novell On-demand Training offers a rich, interactive and complete online learning environment that includes expert instructors and video demonstrations.

Training: Maximize the Power of Your Business Service Management Solution

Adequate training is a key part of a successful implementation and the ongoing success of your Business Service Management solution. A prepared and engaged staff can minimize support costs and fully utilize many benefits to help you maximize 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.

First Look Training

First Look training is included with your maintenance purchase. It is delivered on-demand and covers the fundamentals of installation and basic configuration, as well as the new features and functionality of a product. This training prepares you to move on to more advanced Novell training and certification courses.

On-demand Training Libraries

Through an affordable annual subscription, you can have the Novell training you need anytime, from any location. Novell On-demand Training offers a rich, interactive and complete online learning environment that includes expert instructors and video demonstrations. Select courses feature quizzes, simulations, hands-on labs and much more.

Classroom Training through Authorized Training Partners

Our industry-recognized training materials and exams are delivered by more than 500 partners worldwide. The result is exceptional training that is consistent around the world.

Online, Live, Virtual Classroom Training

In many countries we offer virtual classroom training, which allows you to have a live instructor without the associated travel costs. Online tools are used to view instructor demonstrations, send the instructor questions, chat with other participants and complete online labs.

Advanced Technical Training™

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.

Customized Training

Our training experts can help you assess the Linux skills of your staff and custom design a detailed training plan tailored to help you meet your business objectives.

Technical Support: Focus on Running Your Business

We help you focus on what matters most—running your business. With more than 25 years of providing enterprise-level support services, innovative tools, proven escalation processes and commitment to quality have earned us numerous honors, awards and certifications, you can rest assured we'll be here to help you if support issues arise.

Award-winning Online Support Resources

Our support website has been recognized by the Association for Support Professionals (ASP), and is included in its hall of fame for consistently being on the ASP's list of Ten Best Web Support Sites. Resolve even the toughest technical issues with access to the Novell Support Knowledgebase, technical documentation, product support forums and the Novell Support Advisor, a unique 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.

Standard and Priority Maintenance Programs

Your purchase of standard or Priority Maintenance provides you unlimited access to the Novell support organization. You choose the level of maintenance that makes the most sense for your business.

Benefit	Standard Maintenance	Priority Maintenance
Access	12x5	24x7
Technical support	Unlimited	Unlimited
Training	On-demand First Look	On-demand First Look
Response time	Four hours	Severity One = One hour Severities Two and Three = Four hours

Enterprise-level Services

Business Service Management solutions from Novell are typically implemented to manage complex physical, virtual and cloud computing infrastructures. Customers often benefit from the highly responsive and personalized nature of our enterprise-level services. Easily augment the support provided through your subscription or licensing program with any of the following offerings, and enjoy the highest levels of service Novell has to offer.

- **Premium Service™ Engineers** offer a single point of contact for all of your technical issues. 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. They can also assist you by making recommendations on key issues such as staffing, training, project planning, periodic health checks and more.
- **Service Account Managers** develop a close working relationship with your business to effectively advocate and coordinate the efforts of support personnel on your behalf.
- **Advantage Service Requests** allow you to expedite the response times for a specific number of your most critical issues. A team of senior support engineers is staffed to respond to your issues in an hour or less.
- **Health checks** are performed by Premium Service Engineers who analyze your Novell systems and provide a report detailing customized recommendations for optimizing system performance.
- **On-site support** allows you to work alongside our support engineers during planned system changes. And when the unexpected occurs, you know a Novell expert will be there to help you bring your systems back online.
- **Scheduled Standby** minimizes risk by scheduling a Novell expert to be available during planned system changes and routine maintenance.

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Learn More Today

By leveraging the Novell Services organization, you'll quickly realize impressive short- and long-term returns on your SUSE® Linux Enterprise investment. Take full advantage of your Business Service

Management investment by using the expertise of our staff and our partners to design, implement and support the best possible solution. For more information, visit: www.novell.com/services



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

1 800 714 3400 U.S./Canada
1 801 861 1349 Worldwide
1 801 861 8473 Facsimile

Novell, Inc.

404 Wyman Street
Waltham, MA 02451 USA