

# Novell Open Workgroup Suite Enhancements & Consolidation

**Frequently Asked Questions**

August 2011

*For Customers, Partners, and Employees*

## What is Novell Open Workgroup Suite?

Novell Open Workgroup Suite (NOWS) is a buying program that helps customers procure the Novell products they rely on most in a simple and cost-effective way. NOWS includes Novell GroupWise, Novell Open Enterprise Server and ZENworks Configuration Management, as well as other compelling products, available together as a single SKU and at a reduced, bundled price.

NOWS was introduced worldwide in 2007 and has proven to be a very popular program with long-term Novell customers.

## What is changing in NOWS?

In July 2011, Novell announced a few changes to NOWS that will benefit customers by streamlining purchasing and adding value:

- Novell will consolidate most versions of NOWS into one single, enhanced version.
- Novell will add Novell Vibe OnPrem and ZENworks Endpoint Security Management to NOWS in addition to existing customer entitlements.
- Novell will discontinue older versions of NOWS.
- Only the price of a new NOWS license will change from \$150 to \$165. (The price of maintenance will not change.)

The changes take effect August 15, 2011.

## What products are now included in NOWS?

NOWS includes the most popular Novell products, as well as some newer products that all deliver high value to customers.

- Novell Open Enterprise Server
- Novell GroupWise
- Novell Vibe OnPrem
- ZENworks Configuration Management
- ZENworks Endpoint Security Management
- ZENworks Linux Management
- SUSE Linux Enterprise Desktop
- LibreOffice

## I'm a current NOWS customer. How does this affect me?

Since there are a few different “flavors” of NOWS, the first thing is to determine what your current program is. Most NOWS customers will automatically be entitled to the new products (Novell Vibe OnPrem and ZENworks Endpoint Security Management) and will see their entitlements in Novell Customer Center.

The table below can help you understand your new entitlements.

<b>NOWS Version</b>	<b>New Entitlement</b>
Novell Open Enterprise Server, GroupWise and ZENworks Configuration Management with current maintenance (all three products required)	Can transition to the new NOWS at time of renewal, without any associated upgrade license costs.
NOWS with current maintenance	Full entitlement to the new NOWS.
NOWS with Vibe OnPrem with current maintenance	Full entitlement to the new NOWS.
NOWS with Vibe OnPrem for Alternate Messaging Platforms with current maintenance	Existing entitlements; Existing maintenance-only SKUs still available for one year.
NOWS SBE	No changes to existing program.

Current customers of NOWS with Vibe OnPrem for Alternate Messaging Platforms (formerly NOWS with Teaming for Alternate Messaging Platforms) will not automatically transition to NOWS. See below for more information.

### As a current customer, what do I have to do to take advantage of my new product entitlements?

If you are a current customer of NOWS or NOWS with Vibe OnPrem then your new entitlements will show up automatically in NCC.

If you are not familiar with Vibe OnPrem or ZENworks Endpoint Security Management, then read about their powerful capabilities and benefits at [www.novell.com](http://www.novell.com) or take an OnDemand training class at your convenience.

- <http://www.novell.com/products/vibe-onprem>
- <http://www.novell.com/products/zenworks/endpointsecuritymanagement/>

### What are the benefits of entering the NOWS buying program as opposed to purchasing products stand-alone?

Customers benefit from the NOWS buying program in multiple ways. Primarily, customers receive the high-value of products they already rely on, at a lower annual maintenance cost. A secondary compelling benefit is the considerable ease of purchasing and license management that comes from a single line-item purchase as opposed to managing multiple products.

### When does this change take effect?

On August 15, 2011 all eligible customers of NOWS will have the new entitlements populated in Novell Customer Center (NCC).

### I have NOWS with Vibe OnPrem for Alternate Messaging Platforms. What about me?

Customers of NOWS who do not use GroupWise have a version called NOWS with Vibe OnPrem for Alternate Messaging Platforms. These customers will not automatically transition to the new NOWS, however Novell is

discontinuing this version. These customers will be able to purchase one more year of maintenance in their current program. After that, they will have to choose whether to transition to stand-alone product ownership or to upgrade into the single NOWS buying program.

### What about Novell Open Workgroup Suite Small Business Edition (NOWS SBE)?

This change does not apply to Novell Open Workgroup Suite Small Business Edition (NOWS SBE) in any way.

### Are there options for deselecting products from the Suite? For example, why would I need both ZENworks Configuration Management and ZENworks Linux Management?

We are consolidating to one version of NOWS to create a simpler buying program, therefore we will not be offering customization of the NOWS offering.

In the case of the ZENworks products, we continue to offer ZENworks Linux Management (ZLM) because many customers who run Open Enterprise Server prefer the capabilities that ZLM offers. We don't intend to reduce the capabilities that NOWS customers enjoy, just increase them with more value.

### I have 1000 licenses of Open Enterprise Server, GroupWise and ZENworks with current maintenance. How can I transition to NOWS?

If you are a customer with Open Enterprise Server, GroupWise and ZENworks Configuration Management, at your next renewal you may choose to renew on NOWS instead of the stand-alone products. The cost of maintenance for NOWS is less than the cost of maintenance for the three products individually, plus you get the added value of other technologies.

The trade-in occurs at the time of renewal and entails purchasing NOWS maintenance instead of stand-alone product maintenance. Work with your partner or account rep to make the transition.

### I have 1000 OES licenses, 1000 GroupWise licenses, and 800 ZCM licenses with current maintenance. How can I transition to NOWS?

If there is a discrepancy in the number of licenses across the products, the customer will purchase new licenses in order that all products have equivalent license counts before trading in the stand-alone licenses for NOWS licenses.

In this example, the customer would transition to NOWS by purchasing 200 ZCM stand-alone licenses then trading in all the licenses for 1000 NOWS licenses. The trade-in occurs at the time of renewal and entails purchasing NOWS maintenance instead of stand-alone product maintenance. Work with your partner or account rep to make the transition.

This is very compelling as customers can acquire additional technologies, including Vibe OnPrem and ZENworks Endpoint Security Management, for no associated license costs.

### What about customers who are not current on maintenance?

Customers whose maintenance has lapsed may buy licenses for NOWS and enter the buying program again. The list price for NOWS licenses is \$165 per user or device. Speak to your partner or account representative for volume pricing.

### How can I learn more?

Read about the benefits of these products on [www.novell.com](http://www.novell.com), or contact your account manager or nearest partner.

<http://www.novell.com/products/openworkgroupsuite/>

<http://www.novell.com/products/vibe-onprem>

<http://www.novell.com/products/zenworks/endpointsecuritymanagement/>

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