

SURVEY RESULTS OVERVIEW

# SURVEY RESULTS OVERVIEW NOVELL LEADS THE INDUSTRY IN LINUX-BASED SUPPORT

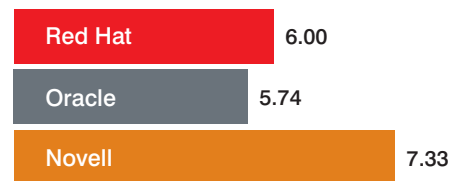
A new independent customer satisfaction survey confirms that Novell leads both Oracle and Red Hat in overall quality of Linux-based technical support. Survey respondents were asked to rate the overall quality of service received, and then rate several aspects of the support services provided by Novell, Oracle and Red Hat using a zero to 10-point scale.

Customers clearly demonstrated higher satisfaction with Novell support when comparing it to Oracle and Red Hat.

**Overall Quality of Service**



**Time to Reach a Phone-based Support Engineer**



**Support in an Environment of Mixed Platforms, Open Source and Commercial Software**



N=500  
Lighthouse Research & Development, Inc. 2007

### Key Findings

You already know that SUSE® Linux Enterprise is the leader when it comes to technology, so it only makes sense that Novell is the top provider of Linux\* customer support. Now, an independent marketing research survey by Lighthouse Research confirms it—Novell leads both Oracle and Red Hat in overall quality of Linux-based technical support.

The Lighthouse Research survey measured the satisfaction of more than 500 customers who use Linux-related technical support services from Novell, Oracle and Red Hat. Specifically, it examined and compared the services provided to customers by the three Linux distributors. Several of the online survey results were supported by in-depth follow-up telephone interviews.

Customers clearly demonstrated higher satisfaction with Novell® support when comparing it to Oracle and Red Hat in the following areas:

- » Overall quality of service—Novell received a 7.09 rating, Red Hat 6.56, and Oracle 6.34
- » Support in heterogeneous environments—Novell received a 7.10 rating, Oracle 6.78, and Red Hat 6.50
- » Time to reach phone-based support—Novell received a 7.33 rating, Red Hat 6.00, and Oracle 5.74

It's not surprising that Novell was rated the best of the three Linux distributors for overall quality of service. Novell has more than 20 years of experience supporting operating system platforms in enterprises large and small. And that's not all: Novell has more than 900 Linux-trained technical support personnel deployed around the world.

If you translate the ratings for phone-based support into percentages, you find that Novell is almost 23 percent more efficient than Red Hat in terms of availability to help you with your problems and almost 28 percent more efficient than Oracle. What does this mean to you? It means you solve your problems more rapidly so that you can focus on your business, not your IT infrastructure.

### Contact Novell

Download the executive summary or the entire survey report by going to [www.novell.com/linux/support-survey.html](http://www.novell.com/linux/support-survey.html).

**For additional information, please contact Novell at 1-800-529-3400.**

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[www.moreinterop.com](http://www.moreinterop.com)

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