

### 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.**

**It's not surprising that Novell was rated the best of the three Linux distributors for overall quality of service.**

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

© 2007 Microsoft Corporation. All rights reserved.

Microsoft and Windows are registered trademarks of Microsoft Corporation in the United States and/or other countries.

All other trademarks are property of their respective owners.

07/07 | © 2007 Novell, Inc. All rights reserved. Novell, the Novell logo, the N logo and SUSE are registered trademarks of Novell, Inc. in the United States and other countries.

\*Linux is a registered trademark of Linus Torvalds. All other third-party trademarks are the property of their respective owners.