

Support and Services Guide for Academic Customers

As an Academic customer, you can have access to industry-leading training and support. Novell makes it easy to get the answers you need, delivering award-winning online resources, on-demand training—and even access to product engineers for your critical questions. Take a look! Your 21st-century enterprise is closer than you think.

The Services You Need, When You Need Them

Novell delivers the predictable, reliable service you need to keep your IT infrastructure in top condition, ensuring you have the best possible experience with your products. You have access to an impressive number of service choices, so you can select a level of service that matches your organization's needs. At any support level you choose, your organization will enjoy a service-level commitment backed by a full escalation process, a wide range of self-help tools and many other benefits, including:

- *Industry-leading training*
- *Award-winning online support resources*
- *World-class technical support*

Training

Novell offers a variety of training options to help you make sure your IT staff gets the

training it needs. For example, our Novell® Certification courses are conveniently located at Novell Authorized Training Partner training sites near you—or for the ultimate convenience, opt for self-study courses that include the same industry-acclaimed course materials.

Novell also delivers Novell Advanced Technical Training™ courses, giving your staff real-world expertise it can put to immediate use. In addition, we offer Custom Training—the best way to ensure that your IT personnel have the requisite skills to implement, maintain and troubleshoot your organization's unique Novell infrastructure. Finally, we offer training assessment services, which allow your organization to build a specialized training plan based on existing skills and the product skills required to support your Novell solution.

■ Solutions:

Novell Services



“A key factor in selecting Novell for Linux was the quality of support from the vendor.”

Masahiro Ukigai

*Professor and Doctor of Engineering
Chiba Institute of Technology*

You can rely on Novell to meet or exceed your service expectations through internationally recognized quality processes because we consider quality and continual improvement your right and our responsibility.

Award-winning Online Support Resources

As an Academic customer, you get access to industry-recognized resources for quick, anytime answers: the Novell Support Web site. The Association for Support Professionals (ASP) included this always-available, easily searchable Web site on its list of Ten Best Web Support Sites of 2007. It's easy to see why. The Novell Support Web site 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.*
- *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. We've created a space for the best and brightest to hang out, populated it with straight-from-Novell news flashes about products and patches, and—just for fun—added a community space where you're welcome to discuss all the hottest topics with other users and Novell product experts.*
- *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 multiplatform versions of Novell and open source software running at peak levels.

- *Subscribe to the most comprehensive portable technical resource from Novell: Novell Professional Resource Suite™. This all-inclusive Novell Technical Subscription gives you exclusive utilities, a software evaluation library, developer resources and many additional benefits. Novell Professional Resource Suite is delivered on DVD and CD and includes access to the Subscriber Portal, putting the right tools in the hands of your in-house staff when and where it needs them.*
- *Manage your Novell product licenses and maintenance from one location: Novell Customer Center is your convenient online home for useful, up-to-date information that helps you optimize license management with minimal impact to your IT staff. This is the place for information about the resources you need right now to make effective planning decisions.*

Access to the World-class Novell Support Organization

Our certified support professionals are standing ready to help when you need assistance resolving your issues. Purchase service requests, specially priced for Academic customers, in increments of five, 10 and 20. To access our industry- and customer-acclaimed support engineers, go to the Web site and log your service request. You'll have the option for real-time support via live chat, or you can interact with your Novell support engineer by e-mail or telephone.

You can rely on Novell to meet or exceed your service expectations through our internationally recognized quality processes because we consider quality and continual improvement your right and our responsibility.

Additional Support Options

The following support options are also available if your organization needs even higher levels of service or short-term assistance with strategic projects:

- **Dedicated and semi-dedicated support resources.** *Dedicated resources give you access to on-call or on-staff engineers who consider your business their top priority. These support professionals maintain close ties to your organization's development and, consequently, are able to escalate and resolve issues quickly to keep costly downtime to a minimum.*

Benefit	ASE	PSE	DSE
Dedication Level	Assigned Contact (50 service requests maximum)	Semi-dedicated Contact	Fully Dedicated Contact
Onsite	Optional	Up to six days per year	Up to four days per week
Response	1 hour	30 minutes	15 minutes
Hours of Access	12x5 ASE (24x7 Call Center)	24x7	24x7
Proactive System Analysis	Optional	1	2
Service Summary Reports	N/A	Quarterly	Quarterly

■ Other services

Optional Service Option	Description
Novell Proactive Systems Analysis	A team of two or more highly experienced Novell engineers will perform an in-depth, two-day analysis aimed at evaluating and optimizing your entire system.
Scheduled Standby	This option delivers 24x7 access to a team of the most experienced Novell engineers, specially matched to your organization's needs.
On-site Support	This option provides the reassurance of hands-on, proven expertise in the form of a Novell engineer working alongside your team. Next time an emergency arises, or when you plan a change, this option is for you.
Service Account Manager	A Service Account Manager develops a close working relationship with your business to gain an in-depth knowledge of your technical support needs and coordinates the efforts of support personnel on behalf of your business.

Novell offers Novell Custom Training—the best way to ensure that your IT personnel have the requisite skills to implement, maintain and troubleshoot your organization's unique Novell infrastructure.

The Novell Services team can provide the training and support you need. From award-winning self-support options to personal attention from knowledgeable engineers, you'll be able to find the training and support that ensures smooth, efficient business operations.

www.novell.com

Novell Services

Novell Services is dedicated to providing quality service offerings that consistently meet or exceed our customers' expectations. Because we consider the pursuit of quality and continual improvement an ongoing responsibility of every employee in our organization, you can rely on Novell to provide services that help your organization define and achieve its specific objectives. These professional, customizable, customer-focused services are backed by more than

20 years' experience in building and supporting technical solutions for multivendor, 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'll be able to find the level of support that ensures 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:

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