

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 may select a level of service that matches your organisation's needs. At any support level you choose, your organisation 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 Authorised 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 may 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 organisation's unique Novell infrastructure. Finally, we offer training assessment services, which allow your organisation to build a specialised 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 recognised 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-recognised 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 2008. It is 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 have 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 are 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 licences and maintenance from one location: Novell Customer Centre is your convenient online home for useful, up-to-date information that helps you optimise licence 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 Organisation

Our certified support professionals are standing ready to help when you need assistance resolving your issues. Purchase service requests, specially priced for Academic customers, as a pack of 10 or 20 Service Requests, accessible 24 hours, seven days a week, with a targeted two-hour response time. To access our industry- and customer-acclaimed support engineers, go to the Web site and log your service request. You will have the option for real-time support via live chat, or you may 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 recognised 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 organisation 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 organisation'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 or 200 hours per year maximum)	Semi-dedicated Contact	Fully Dedicated Contact
Onsite	Two days per year	Four days per year	Up to four days per week
Response	1 hour	30 minutes	15 minutes
Hours of Access	8x5 ASE (24x7 Support Centre)	24x7	24x7
Service Account Management	Escalation Assistance	Yes	Yes
Service Summary Reports	N/A	Quarterly	Quarterly

■ Other services

Optional Service Option	Description
Scheduled Standby	This option delivers 24x7 access to a team of the most experienced Novell engineers, specially matched to your organisation'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.

A responsive support solution accessible whenever you need it:

- 10 or 20 service requests
- 24x7 access
- Two-hour maximum target response time

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 will 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 organisation, you can rely on Novell to provide services that help your organisation define and achieve its specific objectives. These professional, customisable, customer-focused services are backed by more than

25 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 will 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:

Australia

1-800-668-355

China

86-10-6533-9000

Hong Kong

852-2588-5288

India

91-80-4002-2300

Japan

81-3-5740-4301

Malaysia

60-3-7722-6100

New Zealand

0800-441-671

Singapore

65-6395-6888

South Korea

82-11-3131-464

Taiwan

8862-2737-0946

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