

Services Guide for Volume Licence Agreement (VLA) Customers

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

The Services You Need, When You Need Them

The Novell® VLA Programme delivers the predictable, reliable services you need to keep your IT infrastructure in top condition. When you first purchase your Novell product, you also purchase maintenance—upgrade protection, training and technical support—ensuring you have the best possible experience with your products. As long as your maintenance coverage remains current, you will have access to an impressive number of service choices, enabling you to select a level of support that matches your organisation's needs. At any support level you choose, your organisation will enjoy a defined service level commitment backed by a full escalation process, a wide range of self-help tools and many other benefits, including:

- *On-demand training*
- *Award-winning online support resources*
- *World-class technical support*

On-demand Training

With training, your staff is better able to utilise its Novell assets—ensuring smoother, more efficient systems. With proper maintenance coverage on your products, you get access to specially designed, on-demand training

that introduces you to your products and teaches you how to install and configure them right out of the box. Learn all about your products' installation, basic configuration, features and functions at your own pace and at your own convenience—anytime, anywhere and as often as you like.†

Additional Training Options. 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 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 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 skill required to support your Novell solution.

■ Solutions:

Novell Services



“The Novell team continues to provide great support—with a level of openness and accessibility that makes for an excellent working relationship.”

Greig Morris

*IT Business Manager
Social Security Appeals Tribunal*

† *On-demand training is available for most Novell products.*

Regardless of the maintenance option you choose, 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.

Award-winning Online Support Resources

With your VLA, you get access to an industry-recognised resource 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 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, peppered 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.*
- *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

With proper maintenance coverage you are entitled to an unlimited number of service requests, which means our certified support professionals stand ready to help when you need assistance resolving your issues. Choose Priority Maintenance to enjoy 24x7 access to our world-class support organisation, or Standard Maintenance if 12x5 support meets your organisation's needs. 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.

Regardless of the maintenance offering you choose, 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.

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Novell offers Novell 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.

	Standard Maintenance	Priority Maintenance
Service Requests	Unlimited per product covered	Unlimited per product covered
Support Access	12x5	24x7
Support Response Time	4 hour	4 hour, 1 hour—severity 1
Support Contact IDs	3 per product	3 per product
“First Look” On-demand Training	✓	✓
Upgrades to Latest Version of Product Software	✓	✓

Additional Support Options

If your organisation’s needs exceed the plentiful support options included with Priority or Standard Maintenance, it is easy to purchase additional support options if your maintenance coverage is current:

- **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 more quickly to keep costly downtime to a minimum.*

Benefit	ASE	PSE	DSE
Dedication Level	Assigned Contact (30 service requests maximum)	Semi-dedicated Contact	Fully Dedicated Contact
Onsite	Optional	Up to four days per year	Up to four days per week
Response	1 hour	30 minutes	30 minutes
Hours of Access	8x5 ASE (24x7 Call Centre)	24x7	24x7
Health Check	Optional	1	2
Service Summary Reports	N/A	Quarterly	Quarterly

■ Other services

Optional Service Option	Description
Health Check	Health Checks are performed by experienced Novell engineers. This process includes analysing your Novell environment, along with addressing any specific concerns you may have. Afterwards, a report detailing recommendations can be provided to help you implement improvements and optimise your system performance.
Scheduled Standby	This option provides standby assistance with pre-planned work such as upgrades and migrations. You can schedule a specific day and time—in- or outside of business hours—to perform system repairs, updates or maintenance and have an experienced Novell engineer standing by in the event that problems occur.
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.

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

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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 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 will be able to find the level of support that ensures smooth, efficient business operations that can help you develop and maintain profitable relationships with your valued business partners and customers. 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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