

Novell® Optional Services: Augment Your Current Support with These Powerful Options

You deserve dynamic support that can adapt to your organisation's changing needs. With Novell® Optional Services, your support may be as agile and flexible as you need it to be. Whether you are planning big changes or just need some extra assurance, we have supplemental support options to meet any challenge.

Novell Optional Services

It is never easy to stay up to date with the latest technology—and with so many advancements coming so quickly, it often seems next to impossible. You need to prevent security breaches, update components and, no matter how reliable your software, occasionally deal with system crashes or malfunctions.

Optional Services from Novell supplement your current support to help you get the most from your Novell investments. These optional services will help lighten your IT staff's workload, allowing it to focus on what is important to you—growing your business. Since every organisation has different needs, Novell has service solutions that may be tailored to meet the unique requirements of your business. Choose one or more of our three distinct optional services to help you lower costs, manage complexity and mitigate risk¹:

- *On-site Support*
- *Scheduled Standby*
- *Service Account Manager*

On-site Support

Novell On-site Support is a service that will help you understand, support and optimise your Novell products. With On-site Support, you get an expert support engineer to assist you with your Novell technologies. If your environment is more complex, you may choose to purchase time with multiple engineers, each with a different area of expertise. In addition, all Novell engineers employed through the On-site Support programme have access to the expertise of the entire Novell technical support organisation, including the latest product and troubleshooting information.

Your Novell On-site Support engineer works alongside your team during and directly following planned system changes. Even when the unexpected occurs, we can send

■ **Solutions:**

Novell Services

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- **On-site Support**
- **Scheduled Standby**
- **Service Account Manager**

¹ Maintenance coverage is required in order for some customers to purchase optional services. Check with your Novell representative or Partner.

If you choose to transform your environment, Novell can work with you at every step. Our talented support engineers help smooth the way through implementation glitches and get to know your systems and business intimately.

On-site Support delivers highly skilled and focused resources when you need them—without the cost of hiring or training staff.

² All travel costs are covered by the customer.

an expert to help you bring your systems back online. On-site Support delivers highly skilled and focused resources when you need them—without the cost of hiring or training staff. Your staff members will also learn to solve problems quickly and efficiently. As they watch your Novell expert, they will acquire valuable skills that will help them increase the efficiency of your in-house team. You will be able to lower IT costs and heighten productivity throughout the department because staff will reduce downtime and spend more time focused on strategic initiatives—ensuring you maintain a distinct advantage over your competitors. So no matter what you need, help in an emergency or a simple supportability review, we will put our knowledge to work to save you money.

Pricing for Novell On-site Support is based on the number of support days you need, how much notice you can provide and whether support is required outside of normal business hours.² If you are not sure of your exact requirements, you may purchase a number of support days in advance and then simply call on them as you need them (one day is defined as eight hours). So no matter what system changes you undertake, or what challenges your network faces, our global technical support team can assist you, from implementation to end of lifecycle. Through support tailored to fit your needs, we will help you build a proactive—and successful—enterprise.

Scheduled Standby

Undertaking maintenance or implementing a new solution—making any system change at all—may be a high-risk operation. Even though these chores are necessary, they are not your top priority. You need IT to work in a supplementary role. It cannot interrupt the processes that drive your business. By adding Novell Scheduled Standby to your existing Novell products, you may schedule a specific time and date, outside of business hours, to perform system repairs, updates or maintenance.

With our Scheduled Standby service, you receive up to 24x7x365 access to a team of the most experienced Novell support engineers and you are assured that the engineer with the skills and expertise best suited to implementing your solution will be available to you at precisely the right time. When you schedule a time for support, your Novell expert will be on alert two hours before your implementation to be ready to assist you with your business operations. During this time, the support engineer becomes familiar with your system and planned changes and offers advice on preparing for and implementing the system change. Time spent with your system will also prepare the support engineer to optimise assistance during the actual standby period, helping you prevent surprises and reduce time and costs.

Scheduled Standby also comes with a 15-minute guarantee: at any time during your maintenance upgrade, you may contact your Novell engineers on their mobile phones and you will get the expert response you need within the allotted time. You will make system changes with ease and by the start of the next business day have your systems up and running at optimal performance levels.

Properly planning your strategy with a Novell expert will allow you to undertake maintenance and installation projects with confidence and accomplish them with ease. Regardless of the platform mix in your environment or the system changes you undertake, our global technical support team can assist you, beginning to end, with best practices and real-world expertise. Through support and services tailored to fit your needs, we can help you optimise your IT resources from the desktop to the data centre.

Service Account Manager

A Service Account Manager (SAM) provides personalised account management services and has proven to be one of the most valued Novell services. Your SAM develops a close working relationship with your business to gain an in-depth knowledge of your technical support needs. Service Account Managers advocate and coordinate the efforts of support personnel on behalf of your business.

Your SAM will verify that service requests are logged, prioritised and progressing appropriately. Your SAM will also work with support engineers and management to facilitate the shortest-possible resolution time for your critical issues.

Novell Services

Whether you run a small business or manage the operations for a large international corporation, Novell has the service packages and support offerings that you need to help your business reach full productivity. Our four Optional Services offerings cover a wide range of customer and business needs. With our customisation options and innovative tools, you know you will have the right resources to keep your mission-critical systems running smoothly. For more information on the Novell On-site Support, Scheduled Standby and Service Account Manager services, visit: www.novell.com/services

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Optional Services from Novell help you:

- **Improve network performance**
- **Cut total cost of ownership**
- **Avoid unnecessary investment in new technologies or solutions**
- **Gain access to external skills and resources**
- **Train staff members as they work with experienced Novell engineers**

Whether you run a small business or manage the operations for a large international corporation, Novell has the service packages and support offerings that you need to help your business reach full productivity.

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