



# Customised Help When You Need It Most: Novell® Premium Service™ Engineers

When your IT environment is truly business-critical, you need to be sure you can get help—quickly—from people who understand your environment and business needs. Novell® Premium Service™ Engineers help ensure the highest levels of availability and performance, keeping downtime to a minimum.

### Complete Support from Your Dedicated Novell Expert

Getting the most from today's customised, open, multivendor environments is a real challenge. The skills and resources to support these kinds of complex systems are hard to find, especially if your solutions have been uniquely tailored to your business. Novell has the answer. With a Novell Premium Service Engineer, you have direct access to a named and highly experienced Novell expert who will:

- *Understand your technical environment and get to know your in-house team by working closely with them*
- *Be proactive, helping you get more from your investment and working with your team to help you avoid problems*
- *Respond quickly when there is a problem and design appropriate solutions to fix even the toughest issues*
- *Help you avoid downtime, minimising costs and disruption to your business*

Your Novell Premium Service Engineer provides a single point of contact for all your support queries. Because they have access to the entire Novell technical support organisation, Premium Service Engineers can resolve issues quickly—before they cause business disruptions. Response times are scaled to match your business needs and are never longer than one hour.

With the purchase of a Premium Service Engineer, you will also receive account management services. Personalised account management has proven to be one of the most valued Novell services. Your Service Account Manager 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.

■ **Solutions:**  
Novell Services



**“Our best experience with Novell has been with its excellent support services. Our dedicated engineer really knows our environment and has helped us grow into new areas. We also save money by having multiple solutions under the same contract.”**

**Mike McGee**  
*IT Director*  
Ohio Board of Regents

## Your Novell Premium Service Engineer will get to know your customised solutions in detail, understanding your unique business and technical environment.

Novell Services delivers the backing and assurance of the extensive Novell ecosystem. We offer the consulting, training, technical support expertise and partner network you need to implement, deploy and maintain a lower cost infrastructure with higher reliability.

### **Novell Assigned Support Engineer**

An Assigned Support Engineer (ASE) provides the first level of personalised support, managing issues from recognition to resolution. ASEs are located in a Novell support centre and are available over the phone during the support centre's core business hours.

### **Novell Primary Support Engineer**

A Primary Support Engineer (PSE) solves active problems and provides proactive maintenance on your business systems. Because they are assigned to only a few accounts, PSEs can give you more of their

time and develop a more personalised technical support relationship with your business. A PSE will visit you onsite periodically during the year and are available 24x7 by phone for emergency situations. Novell PSEs are located in major cities and near Novell field offices, allowing them to have a closer relationship with their customers while maintaining a close link to the Novell support infrastructure.

### **Novell Dedicated Support Engineer**

Dedicated Support Engineers (DSEs) serve and support your business as the primary focus of their activities. They solve problems, perform proactive maintenance, work closely with Novell resources to resolve issues and work onsite at your business. There is no stronger support relationship available than that of the DSE, situated in your office and focused on your business systems' needs.

<b>Benefit</b>	<b>ASE</b>	<b>PSE</b>	<b>DSE</b>
<b>Dedication Level</b>	Assigned Contact (Up to 50 service requests or 200 hours per year maximum)	Semi-dedicated Contact	Fully Dedicated Contact
<b>Onsite</b>	Up to two days per year	Up to four days per year	Up to four days per week
<b>Response</b>	1 hour	30 minutes	15 minutes
<b>Hours of Access</b>	8x5 ASE (24x7 Call Centre)	24x7	24x7
<b>Service Account Management</b>	Escalation Assistance	Yes	Yes
<b>Service Summary Reports</b>	N/A	Quarterly	Quarterly

### **Skills Matched to Your Requirements**

The skills of your Premium Service Engineer will be closely matched to your requirements. Your support engineer will be an expert on one or two of the products or solutions you have implemented. If you run a variety of Novell products and wish to access support from an Assigned, Primary or Dedicated Support Engineer, you must purchase maintenance coverage on all the products to be supported. Also, you may need more than one Premium Service Engineer.

### **Total Support for Your Novell Solutions and Technology**

If you experience a problem, you need to talk to someone who not only has unrivaled experience in the appropriate Novell technologies, but who also understands the complexities that often arise in a multivendor

network environment. Your Premium Service Engineer will not only understand your unique business and technical environment, but will also have in-depth technical knowledge of your customised solutions.

Novell Services delivers the backing and assurance of the extensive Novell ecosystem. We offer the technical support, training, consulting expertise and partner network you need to implement, deploy and maintain a lower cost infrastructure with higher reliability. Through expertise tailored to fit your needs, we are always there to ensure you succeed in maximising your IT investment. To purchase a Premium Service Engineer agreement, contact your Novell Authorised Reseller or your Novell Sales Representative. For information on all Novell Services offerings, visit: [www.novell.com/services](http://www.novell.com/services)

## **Customised Help When You Need It Most: Novell Premium Service Engineers**

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

Your Premium Service Engineer provides a single point of contact for all your support queries, whatever time of day or night you call. To solve your technical issues as quickly as possible, response times are scaled to match your business needs.

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



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

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82-11-3131-464

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