



Novell® Upgrade Advisor: NetWare® to Novell Open Enterprise Server

When you're upgrading business-critical systems, you need to be sure you can get help—quickly—from someone who understands your environment and business needs. Engaging the services of a Novell® Upgrade Advisor ensures a smoother transition and the highest levels of availability and performance while you upgrade to Novell Open Enterprise Server.

Tap In to the Full Power of Linux— and the Highest Levels of Novell Support

Upgrading to Novell Open Enterprise Server on Linux* means you'll tap in to the full power and flexibility of Linux and gain unlimited access to Novell innovations you simply won't find anywhere else. Novell Open Enterprise Server allows you to:

- *Simplify the management of your heterogeneous environment*
- *Leverage your existing infrastructure investments*
- *Manage essential services from a central location*
- *Empower end users*
- *And much more*

And with a Novell Upgrade Advisor, you'll have access to the highest levels of Novell support, typically reserved for the

largest enterprise customers, to ensure your upgrade goes just as you've planned.

Assigned Support Expert

With a Novell Upgrade Advisor, you have direct access to a highly experienced Novell expert who will assist you through the critical task of upgrading your NetWare® servers to Novell Open Enterprise Server running SUSE® Linux Enterprise.

For a period of 90 days, your Upgrade Advisor will be your single point of contact for all your upgrade support queries. Beginning with an initial welcome aboard call where you both will review your upgrade plan, your Upgrade Advisor will be a key resource to ensure your peace of mind while you transition to Novell Open Enterprise Server. After the initial welcome call, you will have up to eight service requests with your Upgrade Advisor to ensure a smooth and simple transition.

■ **Solutions:**

Novell Services

■ **Products:**

Novell Open Enterprise Server

By working with a Novell Upgrade Advisor, you'll gain access to an experienced, professional team—one that knows how to apply a wealth of business strategy knowledge, technical expertise and proven methodologies to the needs and requirements of your business.



Your Novell Upgrade Advisor can help you by providing sound technical advice and direction. The Novell Upgrade Advisor will spend time with you reviewing your upgrade plan and getting to know you and your environment., ensuring that your upgrade is smooth and simple.

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Introductory Interview and Assessment

Upgrading to Novell Open Enterprise Server means increased interoperability, reduced storage costs, enhanced end-user productivity and much more. But any platform migration will involve some risk, even when it's as streamlined as upgrading to Open Enterprise Server. Your Novell Upgrade Advisor can help you minimize that risk by providing sound technical advice and direction. The Novell Upgrade Advisor will spend time with you reviewing your upgrade plan and getting to know you and your environment. During this time, the support engineer will become familiar with your system and planned changes, and will offer advice on preparing for and implementing the system change. Time spent with your system will also prepare the support engineer to optimize assistance during the actual standby period, which helps you prevent surprises, and reduce time and costs.

During the Upgrade

When you're ready to upgrade, you'll have 90 days to use a total of eight service requests with your Upgrade Advisor and see your upgrade through to production. Your Upgrade Advisor will be available during the standard business hours for your region and will respond to your support inquiries within one hour. Should you need assistance outside of these times, a team of Novell Open Enterprise Server support experts is available 24x7x365, giving you the

assurance you need, no matter when you require help. Because your Upgrade Advisor has access to the entire Novell technical support organization, he or she can resolve issues quickly—before they cause business disruptions. Response times are never longer than one hour.

A Services Partner You Can Trust

When you purchase the services of a Novell Upgrade Advisor, you tap into all the resources and advantages of an established global service organization with a long and proven history of success. You'll work with an experienced, professional team that knows how to apply a wealth of business strategy knowledge, technical expertise, and proven methodologies to the needs and requirements of your business.

Reap the Benefits, Quicker and Easier

With Novell Open Enterprise Server, you can face the increasing demands of IT departments and your decreasing budget. Upgrading to Novell Open Enterprise Server allows you to leverage your existing NetWare investments, take advantage of new technologies and much more. Start benefiting from the many advantages of Novell Open Enterprise Server now. With help from Novell Services, you can upgrade quickly and easily. For more information, or to get started today, contact your Novell sales or service representative, or call us at 800 529 3400 or 801 861 4272.



Contact your local Novell Solutions Provider, or call Novell at:

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1 801 861 4272 Worldwide
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