Business White Paper
LINUX® OPERATING SYSTEMS

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Make the Move to SUSE® Linux Enterprise Desktop

Novell®

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Lower Cost of Ownership and Stronger Security with a Clear Migration Path

SUSE Linux Enterprise Desktop is a comprehensive solution. It features essential tools, including an operating system, a familiar graphical user interface and an integrated suite of applications that meet the needs of most desktop users.

You've heard the buzz about SUSE® Linux Enterprise Desktop 10—maybe even seen a demonstration—but you're still hesitant to migrate to the industry's leading Linux* desktop. You know that adopting a new operating system is a big step for administrators and users alike. Fortunately, migrating to SUSE Linux Enterprise Desktop is easier than you think, and the benefits you've heard about—lower cost of ownership, stronger security and greater flexibility and control—are real. With careful planning, your migration can be smooth and highly rewarding.

SUSE Linux Enterprise Desktop is the only enterprise-quality Linux desktop that is designed for general business use. It is part of the SUSE Linux Enterprise 10 platform, which also features SUSE Linux Enterprise Server—the most reliable and scalable enterprise server platform for the data center. Together, the server and desktop form an open, flexible and secure platform to run the applications and workloads critical to your business.

SUSE Linux Enterprise Desktop is a comprehensive solution, including both an operating system and an integrated suite of applications. Whether you want to use typical office productivity and collaboration software, explore the Web or run multimedia and graphics tools, SUSE Linux Enterprise Desktop helps you stay ahead of the game. And the familiar graphical user interface helps your users become productive almost immediately. With SUSE Linux Enterprise Desktop, your business can dramatically reduce costs, improve end user security and increase workforce productivity.

Many Reasons to Migrate

You know the pain caused by Windows* desktops: you're the one who has to justify exorbitant licensing costs, constantly deploy security patches and meet a flood of daily demands for support. Those are just a few of the reasons today's successful enterprises are moving to SUSE Linux Enterprise Desktop 10. Based on open source technologies, it provides a low-cost, flexible and secure alternative to Microsoft* Windows. When you migrate to SUSE Linux Enterprise Desktop 10, you don't have to worry about the rising costs of proprietary systems, forced software upgrades, endless security threats or constant end user support demands. In fact, once you get to know SUSE Linux Enterprise Desktop, you'll want to start a pilot deployment too.

Where to Begin

Unlike a data center migration that is transparent to most employees, migrating a desktop operating system requires a proper change management plan for end users. Even so, a growing number of organizations are evaluating—and moving forward with—Linux desktop deployments for hundreds to tens of thousands of users. They seek to regain control of desktop licensing costs, increase flexibility, strengthen security and escape vendor lock-in. How are organizations successfully migrating their users from Windows to SUSE Linux Enterprise Desktop? They start by considering the specific needs of distinct user segments and then assess the benefits and costs of migrating those users.

Segment Your Users

The best way to begin a desktop Linux opportunity assessment is to identify the key groups of users within the organization. One industry framework for segmenting users, updated by Novell®, is the following[1]:

1 *Source: Linux Foundation (formerly Open Source Development Labs), "Desktop Segments", http://old.linux-foundation.org/lab_activities/desktop_linux/document.2005-10-07.1731842112/document_view*

Fixed-function Worker

Fixed-function workers typically use just a single designated application. Their machines do not run productivity applications or e-mail and collaboration tools. Users of these systems do not interact with the operating system; their machines are managed centrally by IT and usually tightly locked down. An example is a retail employee using a cash register device.

Transactional Worker

Transactional workers spend most of their time using one or two specialized applications, sometimes hosted on a central server and accessed via a terminal server client or Web browser. In some cases, these users also require productivity and collaboration applications, such as an office productivity suite, e-mail client and Web browser. As they generally don't need to interact with the underlying operating system, their desktop environments are often tightly locked down. An example is a bank sales/service representative, who spends the majority of her time using a loan processing application, which may rely on terminal emulator or terminal server client software.

Technical Workstation User

Technical workstation users require industry-specialized applications running on high-performance hardware. Examples include engineers using computer aided design (CAD) software, computer animation designers and research scientists.

Basic Office Worker

These workers primarily use their workstations for e-mail, Web browsing and a few office productivity tools. They find most of what they need on a basic desktop installation, with little additional software required. They use e-mail and may create simple memos, letters, presentations and spreadsheets. An example of a basic user is a marketing associate or an office manager. K–12 students using systems at their schools fit into this category as well.

General Purpose (Power) User

These individuals use arbitrary Windows applications that are dependent on Windows application program interfaces (APIs) such as MFC, IE and WIN APIs. They are highly skilled in the Windows user interface, and they depend on being able to interact with the Windows operating system and Windows-based applications. Power users may employ sophisticated data import and export tools, use advanced charting features or develop macro-based applications and tools. An example is a financial analyst who is an expert user of spreadsheet software.

SUSE Linux Enterprise Desktop 10 delivers a complete and intuitive computing environment for fixed-function, transactional, technical workstation and basic office workers—who account for 60–75 percent of total business desktop users[2]—and it can also meet the needs of many general purpose (power) users.

Consolidate Applications

A common question raised by companies considering Linux for the desktop is whether it can run the applications they require. Organizations address this by identifying the key applications used by each of their user segments and then mapping those applications to the appropriate options on Linux—either on their own or with support from Novell. In cases where an application is not available natively on Linux, several practical solutions exist, including: using functionally equivalent applications available on Linux (often available free as open source software); using a server-based computing approach (such as Citrix*) to deliver the application from a remote server; porting the application to Linux (easily accomplished for .Net applications by using Mono®); running the application locally using a program that provides an alternative implementation of the Windows API (such as CrossOver Linux); and running the original application unmodified on a virtual machine instance of Windows.

There are functional Linux equivalents for most applications that the typical business worker needs.

2 *Linux Foundation (formerly Open Source Development Labs), Desktop Linux Client Survey 2005, http://old.linux-foundation.org/dtl/DTL_Survey_Report_Nov2005.pdf*

You can find Linux counterparts to Windows programs in the appendix of the user guide, available online at www.novell.com/documentation/sled10/index.html#user

SUSE Linux Enterprise Desktop provides unparalleled levels of flexibility for desktop clients. You can deploy it as a general-purpose desktop platform; tailor it for use in thin- or thick-client configurations; or use it to run high-end engineering workstations.

In most cases, the first option is sufficient, as there are Linux-based application equivalents for most Windows applications used by enterprise workers. For example, OpenOffice.org runs on Linux and delivers more than 90 percent of the functionality of Microsoft Office. GIMP is a digital image editing tool comparable to Adobe* Photoshop*. The number of applications available on Linux is growing, and when a given application is not available, an open source substitute will often have the same or superior functionality. Many of these applications are bundled at no cost with SUSE Linux Enterprise Desktop.

Novell also offers a tool that can help you identify exactly which applications are being used by your employees and how often they're used. The product, Novell ZENworks® Asset Management, can help you gain full visibility into the applications deployed and used in your enterprise. After you complete this inventory, you'll know which users you can migrate immediately and which require alternative applications or delivery mechanisms.

Essential Desktop Applications

A major strength of SUSE Linux Enterprise Desktop is that it ships with a robust set of business applications, including office productivity software, a Web browser, e-mail and calendaring software, instant messaging programs, media players and graphics programs. Organizations can use this wealth of applications to maximize end-user productivity while staying within a fixed budget.

Office Productivity Software

OpenOffice.org is a powerful open source suite capable of creating sophisticated documents, spreadsheets, presentations and graphics. OpenOffice.org is a cross-platform solution for Linux, Windows and Mac OS*, so you can use the same applications across different platforms. You can open, edit and save files in a variety of formats, including OpenDocument Format (ODF) and Microsoft Office formats, and easily convert them from one format to another when needed.

SUSE Linux Enterprise Desktop ships with OpenOffice.org 2 Novell Edition, which provides advanced capabilities such as pivot table support and a Visual Basic (VBA) macro interpreter. You can import pivot tables and open Microsoft Excel spreadsheets containing Visual Basic macros without losing the data, formatting or functionality contained in the original Excel files. OpenOffice.org also maintains font fidelity and layout formatting.

If you want to share documents across different platforms, or print them in another environment, you can easily create and save your documents as PDF files within OpenOffice.org. For viewing PDF files, SUSE Linux Enterprise Desktop offers several alternatives, including Adobe Acrobat Reader*, Evince and gpdf.

Collaboration, E-mail and Calendar Software

SUSE Linux Enterprise Desktop contains business-class e-mail and calendar programs. It ships with Novell Evolution™, an application that makes it easy to store, organize, manage and retrieve your personal information. With extensive support for communications and data interchange standards, Evolution features direct connections to Novell GroupWise®, Microsoft Exchange 2000/2003 and any collaboration server that supports IMAP or POP standards. SUSE Linux Enterprise Desktop also supports Lotus Notes*, and IBM offers a fully integrated and supported solution that bundles Lotus Notes with SUSE Linux Enterprise Desktop—called the IBM open collaboration client solution.

Instant Messaging Software

For instant messaging (IM), SUSE Linux Enterprise Desktop ships with Gaim and Kopete. Gaim is a multiprotocol instant messaging client for Linux, BSD, Mac OS X and Windows. Both messaging clients are compatible with all common messaging protocols, such as Novell GroupWise Messenger, AOL* Instant Messenger (AIM), ICQ, Yahoo!*, IRC, Jabber*, Lotus* Sametime, MSN Messenger, Gadu-Gadu and Zephyr* networks.

Internet

SUSE Linux Enterprise Desktop features several leading Web browsers. Firefox* is one of the most popular and respected browsers, offering added security and privacy tools. Konqueror is a unified Web browser, file manager, document viewer and image viewer. Opera is a user-friendly, secure and exceptionally fast Web browser. It has a small footprint, yet is full-featured and functions well on systems with limited resources. A number of download managers (Downloader for X [D4x] and Kget) and news readers (Blam, KNewsTicker and Akregator) are also available.

New to SUSE Linux Enterprise Desktop 10 is the Network Manager applet. Network Manager makes it easy to switch between network environments or different types of networks (such as wireless LAN and Ethernet), and to connect to a virtual private network (VPN). Network Manager detects the fastest connection available and automatically chooses it. If you are at your desk and your laptop is wired to the Ethernet, your wired connection is used. If you disconnect and roam to a meeting on another floor, Network Manager automatically selects a wireless connection based on the availability of wireless networks. Network Manager comes with integrated VPN support that lets you configure your VPN connections (even multiple connections if needed). Out of the box, it supports Nortel, Cisco and OpenSwan VPNs.

Graphics and Multimedia Software

SUSE Linux Enterprise Desktop from Novell delivers maximum usability and productivity. It is the first enterprise-class Linux desktop to include Xgl and Compiz, a powerful new graphical framework for 3-D desktop effects. This framework enables rich graphical experiences that use the full accelerated graphics-rendering capabilities of most PC hardware. You can turn your desktop into a 3-D cube capable of rotating, enable translucent or transparent windows, zoom in and out of the desktop screen, and use other window effects, such as shadows, fading and transformations. This set of effects will not only capture your users' imagination; it will also increase their productivity, by making it easier for them to find and switch between open applications.

For users who edit graphics, SUSE Linux Enterprise Desktop includes GNU Image Manipulation Program (GIMP), a highly capable open source alternative to Adobe Photoshop. GIMP is a powerful image composition and editing program for creating logos and other graphics. In GIMP, you will find many of the tools and filters you would expect to see in similar commercial offerings and some interesting extras as well. It provides a large image manipulation toolbox, including channel operations and layers, effects, sub-pixel imaging and anti-aliasing, and conversions—all with a multilevel undo function.

F-Spot and digiKam, high-quality applications for managing photos and digital images, are also included. F-Spot is a photo and image management program that allows you to perform numerous editing activities as well as assign tags to your images for categorization purposes. F-Spot supports 16 common file types, including JPEG, GIF, TIFF and RAW among others. You can import photos from your hard drive, digital camera, MP3 player or other digital device. You can also use F-Spot to create photo CDs,

"In all my years of computing, this is the first time I really got excited about a desktop. SUSE Linux Enterprise Desktop runs really well right out of the box and Novell provides great Linux support."

Richard Giroux
IT Manager
Whitelaw Twining

SUSE Linux Enterprise Desktop provides market-leading usability and an exceptional end-user experience. Watch the demo videos at: www.novell.com/video/desktop/

generate a Web site gallery or export photos to your Flickr, 23, Picasa Web or SmugMug account.

SUSE Linux Enterprise Desktop also offers a wide range of multimedia applications, including RealPlayer from RealNetworks and other open source and proprietary media players, making it easy to play multimedia files and streaming audio and video feeds. You can use Helix Banshee™ to:

- *Import audio tracks from CDs*
- *Synchronize your music collection to an iPod* or other digital audio player*
- *Play music directly from a digital audio player*
- *Create playlists with songs from your library*
- *Create audio and MP3 CDs from subsets of your library*
- *Subscribe to, download and listen to your favorite podcasts*
- *Listen to streaming audio via an Internet Radio plug-in*

If you have a CD or DVD writer, SUSE Linux Enterprise Desktop offers you full CD- and DVD-burning capabilities. K3b is a CD- and DVD-burning application that provides a familiar user interface to perform common burning tasks. While the experienced user can control all steps of the burning process, the beginner can use the automatic settings and defaults to gain a quick start. GNOME CD/DVD Creator also offers many of the same capabilities as well.

Software for System and Information Management and Mobility

SUSE Linux Enterprise Desktop includes applications that let you manage data and exchange or synchronize data among different devices, such as workstations, laptops, PDAs and printers. For example, you can synchronize data with Palm* handheld devices via the Evolution collaboration software.

You can use several search applications to find data on your computer or anywhere in the file system. Beagle® is an easy-to-use desktop search application that provides real-time indexing of your information. With integrated desktop search, you don't need to worry about where or when you stored or accessed information. Simple keyword searches in Beagle return all relevant documents, applications, e-mails, instant messages and even Web pages in a single results window.

You can manage printers and control print jobs with applications such as Novell iPrint. Available as part of Novell Open Enterprise Server, iPrint allows you to send documents to printers located throughout your organization or accessible via the Internet. Using Internet technologies—including the industry-standard Internet Printing Protocol (IPP)—Novell iPrint delivers easy access to printers, customizable views of any print environment, flexible print deployment configurations and secure printing.

An integrated secure storage solution for desktops and laptops, Novell iFolder® allows you to back up, access and manage your files from any place at any time. Integrated sharing lets you give team members read, read and write, or full control privilege to individual folders. When you save files locally, iFolder automatically backs them up to a network server and delivers them to other designated machines as desired. You can also access files through a browser when iFolder is not installed on a local machine, providing ubiquitous secure access to files. Novell iFolder, available as part of Novell Open Enterprise Server, provides full integration with Linux, Windows and Mac OS X.

Choosing the Right Applications for Your Enterprise

SUSE Linux Enterprise Desktop 10 includes many applications in addition to those

mentioned above. The main menu in SUSE Linux Enterprise Desktop 10 offers comprehensive, function-oriented categories that make it easy to find the right application for your purpose, even if you are unfamiliar with applications by name. If you are moving from a Windows environment, you can also find Linux counterparts to Windows programs in the appendix of the User Guides (located online at: www.novell.com/documentation/sled10/index.html#user).

Ensure Hardware Compatibility

Before you begin planning the actual migration schedule, test the new desktop to make sure it works well with each type of hardware you plan to migrate. Set up test desktops complete with the applications run by your respective user categories. You may want to test each application in a virtual environment to make sure network connections and applications run as expected. Using a virtual machine is also a good way to test the new desktop configuration without modifying hardware configurations.

One of the most valuable enhancements to SUSE Linux Enterprise Desktop 10 is its ability to dynamically autodetect USB and Bluetooth* devices. This has opened the door for greater and easier support of peripherals, including mice, phones, printers, scanners, digital cameras, digital music players and other devices. Simply plug the device in and SUSE Linux Enterprise Desktop will auto-mount it for you. For example, not only will it detect your MP3 player when you plug it in, but it will also automatically mount the device and launch the Banshee media player to let you listen to, manage and rip your favorite music.

Plan and Execute Your Pilot

One of the first steps in planning your migration is to identify and prioritize the most appropriate target users. Once you test each migration candidate, you can begin to plan

You can ease the transition to Linux by first migrating users to the Windows version of OpenOffice.org on their current Windows machines.

your migration. You may choose to focus first on users with the least demanding application and other requirements—or you may focus first on users for whom you face the greatest challenges (with regard to manageability and support, security vulnerabilities and system downtime, or cost of operating system and office suite licensing). Planning the migration by departments or physical locations is another useful approach.

After identifying target desktops for the migration, conduct a detailed analysis of the current structure of your enterprise. Your analysis should evaluate your IT assets to determine the impact of migration on data, hardware, software and contracts (for both support and updates). This analysis will also help you with migration targets as you identify users who have few interactions and interdependencies with others, and those who need more attention because of critical roles or use of highly specialized applications.

The pilot implementation, which can be assisted by Novell Consulting® or our business partners, typically involves the following activities:

Assess technical infrastructure. Identify the existing desktop infrastructure, including security policies, the current protocol environment and the overall network/system environment, to identify potential impacts of the migration.

Assess standard operating environment and hardware requirements. Identify hardware readiness in the pilot group. Perform a client workstation review, describe hardware

Hardware support for USB and Bluetooth provides an intuitive and easy-to-use hot-plug system for peripheral devices. SUSE Linux Enterprise Desktop features USB device detection and installation for:

- **Firewire**
- **Printers (local and remote)**
- **Laptop port replicators and laptop docking stations (laptop user support)**
- **Computer mice, scanners, digital cameras and portable music players**
- **Additional Bluetooth support includes phones and other devices**

Learn more about Linux support from Novell, visit: http://support.novell.com/linux/index.html

"With SUSE Linux Enterprise Desktop as a platform, we can now implement the monitor system we developed, more effectively. We are also more confident that the security and stability of our data transmission can operate flawlessly, 24 hours a day, seven days a week. It makes supporting and integrating a number of different applications easy for our staff, and it is also stable and scalable."

Chen Jianjun
Executive of Computer and Network Project Department Information Center
China Meteorological Administration

compatibility requirements and potential obstacles. Include an analysis of software and hardware management requirements.

Assess file and print needs. Identify client dependencies, including file sharing, printing requirements and other network resource requirements.

Assess user segments and usage patterns. Survey the potential users and groups to discover the classes of commonly used applications and patterns of overall usage. Inventory the targeted or proposed desktops to collect a set of primary applications for the proposed SUSE Linux Enterprise Desktop deployment.

Assess user readiness. Identify training requirements based on an assessment of user readiness in the pilot participants.

Establish functional continuity. Identify functional equivalents for each class of application identified previously. This should include determining which applications have a direct functional equivalent on Linux, which will require adopting software from a vendor and which will require in-house or third-party development work. Classify the applications identified previously according to the following categories:

- *Application has Linux version available*
- *Application can be effectively delivered via server-based computing like terminal services or Citrix*
- *Application can be effectively delivered via Windows virtualization or emulation*
- *Application requires conversion or porting*
- *Application needs to be replaced with cross-platform or Linux-based alternative*
- *Application is no longer needed*

Install and validate pilot deployment. Set up the pilot desktops in a laboratory environment. Begin by testing the most common hardware, using hardware that is YES Certified™ by Novell whenever possible, to ensure maximum support.

Train IT system administrators. Individuals who will support the pilot should receive thorough training on SUSE Linux Enterprise Desktop before the actual pilot begins. Training options include printed and electronic learning materials and interactive classroom training (on-site or off-site), offered by Novell and our partners.

Test the pilot deployment (industrialization). Test the full deployment solution. Include validation of the update system for distribution to all pilot participants.

Train end users. Deliver training to pilot users via prepared learning materials and interactive classroom training.

Validate usability. Ask pilot participants to participate in a short usability review to validate the solution and identify any usability challenges.

Assess change management and communication issues. Assess potential areas of risk related to Linux desktop acceptance and any potential barriers to deployment success. Identify specific solutions to mitigate any such risks and/or increase the level of acceptance.

Prepare Your End Users

Even when you're prepared for a desktop migration on the back end and have management software such as Novell ZENworks Linux Management in place, your migration's success still depends on end user acceptance. By nature, many people dislike change and have difficulty recognizing its benefits. You can reduce this challenge and increase your migration's success by proactively

addressing common concerns. Current Novell customers have found that the following approaches help ensure a successful migration:

Get the Information Out

Simply informing end users that a change is coming can give them sufficient time to prepare and get used to the idea. Send an e-mail or memo to explain the change, provide an estimate of when it will happen and tout the many benefits of SUSE Linux Enterprise Desktop, including improved security and stability (fewer system crashes) and the similarity of new applications (such as OpenOffice.org, Firefox and Evolution) to their existing applications. Give them demonstrations of the desktop (including the eye-popping 3-D desktop effects), explain new functionality and give them a sense of how the new compares to the old. For example, tell them about the easy application and file search, pointing out that they will be able to find their files more quickly than they can today. Explain the benefits of migration to them as individual employees and to their departments and the company as a whole. Above all, don't be afraid to over-communicate about the change and expose users to the software early on. Seek out migration champions within each department or group as well.

Migrate to OpenOffice.org

One of the best ways to minimize disruption is to ease into the transition. Many open source applications run on Windows as well as Linux, and adopting these before actually migrating to Linux can smooth the transition. A great place to start is with your office productivity suite. Introduce users to these cross-platform applications by migrating them to the Windows version of OpenOffice.org on their current Windows machines. For many users, the office suite is the most important and heavily used application, so deploying OpenOffice.org to their existing Windows machines in advance of a Linux migration will reduce the amount of simultaneous change and increase acceptance of SUSE Linux Enterprise Desktop.

OpenOffice.org 2 Novell Edition runs flawlessly on Linux, Windows, Mac OS X, Solaris* and more, retaining a similar look and feel on each of the platforms. You'll find the overall user interface, menus and features to be quite similar to those of other office suites you may be using, which helps users quickly adapt to the change.

Schedule and Encourage End User Training

You can increase excitement about SUSE Linux Enterprise Desktop and OpenOffice.org—while easing anxiety about migration—by offering end user training classes or materials. Once users become familiar with OpenOffice.org on their current platform, they'll be more open to migrating to Linux.

End users are often worried about losing time and productivity while they become comfortable with a new platform. Some fear they will be on their own to learn the new environment and become productive on it. Communication and training calm these fears and pave your path to a successful migration.

Leverage Existing Directory Technologies

SUSE Linux Enterprise Desktop fits easily into existing IT environments by interoperating with other systems. Because it integrates seamlessly with Microsoft Active Directory*, a simple client configuration enables SUSE Linux Enterprise Desktop clients to quickly join an existing Windows domain. Of course SUSE Linux Enterprise Desktop also fully supports Novell eDirectory™. Your Linux users then have the same authentication, file, print and other network functionality as your Windows users. They can access files, directories and services on remote hosts, as well as make their own files and directories available to other users in their network. This interoper-

"Novell has shown that with the right group of products and a robust support mechanism, Linux is now ready for widespread desktop deployment. SUSE Linux Enterprise Desktop is a packaged, professional, office-oriented distribution of Linux which provides all the functionality of a proprietary solution at a fraction of the cost."

Michel Martin
Director of the Strategy and Methodology Management Directorate
Belgian Ministry of Justice

Want to learn more about how to integrate SUSE Linux Enterprise Desktop with Microsoft Active Directory? Read the white paper Using SUSE Linux Enterprise Desktop with Microsoft Active Directory Infrastructure at: www.novell.com/linux/technical_library/4622044.pdf

"Novell's commitment to open source and close collaboration with leading hardware and application vendors to ensure the support of our IT requirements were key factors in our choice. In addition, SUSE Linux Enterprise Desktop integrates seamlessly in our Windows-based infrastructure."

IT Representative
PSA Peugeot Citroën

ability allows for incremental migrations to meet business demands and realities.

Integrating SUSE Linux Enterprise Desktop machines with Active Directory enables you to:

- *Make Linux clients behave as Windows clients, taking all account information from the Active Directory domain controller and seamlessly accessing services and resources within the Active Directory infrastructure*
- *Use single sign-on for secure access to a Windows domain, including Web servers, proxy servers, e-mail servers and other network services*
- *Tighten security by requiring users to remember just one login and password—with no need to re-authenticate against different servers*
- *Mount network shares to allow Linux users to work with data stored on Windows servers without having to provide user credentials separately for each share*
- *Share files and folders transparently between Linux and Windows workstations*
- *Manage all user accounts, authentication data and security policies centrally, with no need to touch every workstation or run separate consoles for each environment*
- *Ensure that account and password policies are enforced uniformly on both Windows and Linux clients*
- *Support offline authentication so that users can log on to their local machines even when they're unable to contact the domain controller—for example, while traveling—or when the Active Directory server is unavailable*
- *Avoid vendor lock-in with the freedom to choose the best platform for each user and application and to migrate at your own pace*
- *Reduce costs for licensing software, training users and managing the heterogeneous environment*

For more detailed information on integrating SUSE Linux Enterprise Desktop with Microsoft Active Directory, read the white paper *Using SUSE Linux Enterprise Desktop with Microsoft Active Directory Infrastructure* at: www.novell.com/linux/technical_library/4622044.pdf

Also see the user guides located online at: www.novell.com/documentation/sled10/index.html#user

Choose Your Deployment and Management Options

When the time comes to deploy SUSE Linux Enterprise Desktop onto your machines, several options will simplify the process. If you're deploying to only a few machines, you can perform a standard installation from DVD or CD with the YaST management tool. Although this manual process is fast and intuitive, it's not the ideal solution if you have a large number of workstations to install and maintain.

SUSE Linux Enterprise Desktop offers different solutions for centrally controlling and updating systems. You can choose between fully automated and semi-automated approaches for installation, selecting options that require minimal to no physical interaction from administrators.

If you're deploying to more than a few machines, you'll want to install from a network source and automate the task. The AutoYaST tool allows you to automate installation for

a large number of systems in parallel while offering great flexibility to adjust deployments for different hardware. It allows you to create a baseline configuration that can be used in a wide variety of hardware configurations. Creating an AutoYaST file is as simple as marking a box at the end of the installation process that says, "Clone This System for AutoYaST." The YaST installation will then create the AutoYaST file, which you can edit later from the YaST administrator tool.

Although AutoYaST greatly simplifies the installation process, some customers prefer to use an enterprise management tool as the number of desktops managed grows. Novell ZENworks Linux Management can manage multiple AutoYaST profiles and utilize policy-based automation to streamline deployments even further. You can also create images of standard Linux desktop environments that can be used to easily deploy clients with identical hardware configurations.

Get Help and Support

SUSE Linux Enterprise Desktop ships with an extensive set of manuals that together address each of your audiences, from end users to administrators. And of course, it's fully supported by award-winning technical support from Novell.

Furthermore, Novell and our business partners offer unmatched migration assistance and support, leveraging our extensive customer expertise and years of experience with the Linux desktop. All Novell consultants and support technicians are trained in multi-platform configurations and deployments, and they have guided many customers through the migration process.

For customers preferring assistance with their migrations, the two-week "Fast Track" engagement offered by Novell Consulting is an excellent choice to quickly assess and address the technical, business and organizational issues involved in a desktop migration.

Learn more about OpenOffice.org 2 Novell Edition at: www.novell.com/products/desktop/features/ooo.html

Start Your Migration Today

SUSE Linux Enterprise Desktop provides a complete business computing environment, including an extensive set of applications. It is stable, flexible and highly secure, proven in demanding customer environments such as global manufacturers, government bodies, financial institutions, and schools and universities.

Designed for mixed IT environments—including those with Windows, Mac, UNIX and Linux machines—SUSE Linux Enterprise Desktop is extremely interoperable. Its compatibility with Microsoft Active Directory, Microsoft Exchange and Microsoft Office is unmatched among Linux distributions, and allows users to become productive immediately. Individuals can easily read, edit, create, delete and share files and folders, whether they are hosted on Windows or Linux servers. Common network resources such as Windows printers and shared folders are also accessible from the desktop.

When you choose SUSE Linux Enterprise Desktop, you are not tied to a single vendor. Its supported standards, innovative technologies, open source applications and interoperability provide you with a practical, productive solution for today's heterogeneous IT environments.

And you get more than the industry's leading Linux desktop: you also receive access to Novell expertise and our award-winning global services and support. We offer a lifecycle guarantee for SUSE Linux Enterprise Desktop, which preserves your investment over the long term.

"The open source software available in the SUSE Linux Enterprise platform is superb. Another big advantage of Linux is that you can experiment with different applications without making big investments."

C. Umashankar
Managing Director
ELCOT (State of Tamil Nadu in India)

Novell Consulting helps you identify and address the technical, business and organizational considerations involved in a desktop Linux migration. To learn more about this opportunity, visit: www.novell.com/consulting/fastracks/pdf/sled.pdf

By applying a disciplined and phased approach to your desktop migration, you can enjoy the considerable benefits offered by SUSE Linux Enterprise Desktop: lower cost of ownership, stronger security, greater system stability and uptime, and better use of aging hardware. Don't wait until Windows has your budget and support staff begging for mercy—plan your migration today!

Novell is one of the leaders in the Linux space, contributing actively to components such as the Linux kernel, OpenOffice.org and the GNOME and KDE desktop environments. When you choose Novell, you can deploy Linux systems with confidence.

www.novell.com

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

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