

# END-USER COMPUTING SOLUTIONS

Make people more productive



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# Productivity

Productive people move your business forward and interact to develop and execute on strategies and plans. And it's people who create, provide and sell your services and products. Each person in the enterprise, from the cashier and customer service agent to the project leader, mid-level manager and CEO, needs the right tools to get the job done. **In short, it's making IT work as one.**



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

# A perfect fit

The right tools empower individuals to work efficiently and teams to collaborate effectively, so they can get more done, in less time, at a lower cost. **Novell addresses end-user computing with next-generation capabilities to make people individually and collectively productive, to create a personalized place where people get work done and to provide IT tools for provisioning, managing and securing the devices and applications people rely on.**

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Collectively, our End-User Computing solutions deliver a powerful and secure environment that meets enterprise service quality, risk mitigation and cost objectives. These solutions can help you in the following areas:

## Collaboration

1. E-mail and Calendaring
2. Team Collaboration and Enterprise Social Networking
3. Office Productivity
4. Storage and Print Management

## Enterprise Linux Desktops

1. Thick Client
2. Thin Client

## Endpoint Management

1. Desktop Management, Standardization and Optimization
2. Asset Management Usage and Tracking
3. Secure Endpoints





# COLLABORATION



**Sharing is sweet. Collaboration—the ability of people to connect, communicate, innovate and preserve information essential in the workplace today. The Novell approach to collaboration delivers the next-generation Web 2.0 technologies people need and the security and interoperability CIOs demand.**

With our solution, people can connect, form high-performing teams and share knowledge. They can communicate securely and uniformly and preserve social networks. And they can innovate to gain competitive advantage and accelerate business growth.

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**Scenario 1:**  
E-mail and Calendaring

**Scenario 2:**  
Team Collaboration and Enterprise Social Networking

**Scenario 3:**  
Office Productivity

**Scenario 4:**  
Storage and Print Management

## 1

## Scenario 1: E-mail and Calendaring

For years, e-mail, calendaring, contacts and task management have been mainstays of communication and personal productivity in the enterprise. To be effective in today's highly collaborative and dispersed work environment; however, these essential tools need to extend beyond organizational walls and connect with next-generation collaboration capabilities—so people can coordinate with external colleagues and have quick access to wikis, blogs and other frequently used Web applications or sites.

### Customer Situation

Employees at a local city council were wasting time and money just trying to communicate with each other. Because the government agency lacked a single, integrated system for e-mail and calendaring, employees could not easily keep in touch, exchange information or schedule appointments with each other. Managing attachments sent from other e-mail client software was cumbersome. The agency needed an enterprise-ready, standards-based solution to get its people working together.

### The Solution

The agency chose Novell because our products could meet all of the agency's requirements—not only today but well into the future. The agency engaged a Novell partner to speed planning, design and implementation and get a quicker return on its Novell investment. With Novell GroupWise® in place, employees work with their own personal productivity dashboards that blend traditional and Web 2.0 tools to support every aspect of their jobs. A typical dashboard includes a custom panel to display e-mail from the agency director, other panels for daily appointments and prime contacts, plus panels for the RSS feeds, blogs, wikis and team workspaces the employee uses most often. Frequently used resources are within easy reach, so productivity soars.

Employees publish their calendars, search calendars of colleagues on other e-mail systems and send and receive appointments across systems. When they need to schedule meetings, conference calls or just a social lunch, they are much more efficient because GroupWise eliminates rounds of e-mail messages trying to find a time that works for everyone. People on different e-mail systems no longer have to worry about overlapping schedules or missing appointments. Reminders and alerts let employees know what's coming up.

With multiple servers backing up data, e-mail and information are available 24x7x365. In fact, the agency has experienced fewer than 10 hours of downtime since it implemented GroupWise and hasn't had to reboot the system since implementation more than one year ago. In the future, when the IT department needs to upgrade, the agency's services won't be interrupted: GroupWise will keep users, managers and IT staff connected regardless of the mix of platforms and operating systems the agency runs.

No matter what collaboration challenges the agency faces, it is prepared to handle them all with Novell. From using remote devices to keeping systems secure to migrating collaboration systems and ensuring e-mail compliance, GroupWise has the capabilities the agency needs to keep its people personally productive. And GroupWise integrates easily with other Novell collaboration products for team workspaces, enterprise social networking, storage and print management, and office productivity. As a result, the agency can continue to expand its communication and collaboration capabilities to achieve even higher levels of individual and team productivity.



*“Working so closely with Novell means that we can be early adopters of new solutions, giving us a competitive advantage. For example, we are soon going to roll out Novell Teaming + Conferencing, which will help different divisions of the business collaborate using wikis, blogs, forums, instant messaging and shared workspaces. We have a variety of complex projects with many stakeholders, so this solution has a great deal of potential to improve productivity and internal communications.”*

**Jason Cowie**

CIO

Macmahon Holdings

## 2

## Scenario 2: Team Collaboration and Enterprise Social Networking

You've been there. Pulling together that business plan, RFP or other deadline-driven deliverables. Wondering who might have expertise you should tap, determining who should review or contribute to the document, volleying drafts back and forth as e-mail attachments. Your team is distributed so you struggle with cumbersome conferencing systems and with paying too much to bring everyone together for face-to-face meetings. Enabling team productivity isn't easy, but nothing is more important to enterprise success.

### Customer Situation

A government agency needed a better way to bring the right people together to create, share, discuss and manage information. Connecting 150 geographically dispersed employees into high-performing teams was a huge challenge. Many employees were already mobile, and virtually all needed reliable access to case files, public records and other information in the event of a natural disaster. Adding to the difficulty, team members needed to collaborate with professionals outside of the agency. However, these front-end challenges were just the tip of the iceberg. On the back end, the agency needed a solution that would integrate with its current systems and slash the costs and inefficiencies of traveling to in-person meetings.

### The Solution

To create the teamwork it needed, the agency deployed team collaboration and enterprise social networking capabilities delivered in Novell Teaming + Conferencing. Now employees have access to all the resources and information they need, and they can interact with experts inside and outside the agency. Using intuitive team workspaces with built-in workflow, teams create and store documents, track versions and discuss ideas through wikis and blogs. Workspaces are easy to access, whether employees are in the office, on the road or at home. When people leave the agency, the work they produced and the content they created remain in the workspace, enabling others to carry on the tasks at hand.

Since implementing the Novell technologies, travel costs have dropped, and online meetings are more efficient. Using real-time collaboration, employees chat and schedule voice and Web conferences that simulate in-person meetings. They even create and edit content in real time using desktop sharing and whiteboarding—all at a moment's notice. Novell Teaming + Conferencing accommodates choice in operating systems, desktops, Web browsers and e-mail platforms. Because of this, the agency is able to run Teaming + Conferencing on its existing Microsoft® operating system and to integrate it with the e-mail client and desktop productivity tools employees were already using.

The agency tapped the expertise of Novell and our partners to customize workflow that automates manual paper-based processes. The workflow manages forms and requests through approval cycles, so people receive equipment, supplies, badges, information access privileges and other resources in a timely manner. Self-provisioning and self-management tools with end-user-enabled workflow empower employees to serve themselves instead of calling the helpdesk.

We offer a compelling alternative to proprietary software development. With the Kablink open source project, customers and partners can contribute their innovations to the community. In this way, new capabilities are developed more quickly, resulting in a more complete and cost-effective team productivity solution.

## 3

## Scenario 3: Office Productivity

When individuals are empowered with effective tools for word processing, spreadsheets, presentations, drawing and database management, they get more work done in less time. When those basic productivity tools are integrated with e-mail and calendaring, workspaces, wikis and blogs, productivity rises exponentially because people can share, interact and collaborate. While traditional productivity suites come with a high price tag, OpenOffice.org Novell Edition gives you an affordable way to give users tools for creating, processing, reviewing and revising documents.

### Customer Situation

The IT department of a large government agency manages more than 16,000 workstations. As with all government entities, funding is limited, and spending is closely scrutinized. With sensitive legal information stored on the agency's systems, strengthening security was a top priority. Moreover, because of the need to work with other government agencies, interoperability was becoming increasingly important. Agency management also wanted to ensure that employees could gain the same secure access to services from any workstation. Bottom line: The agency needed a secure, flexible, interoperable office productivity suite that wouldn't increase costs or compromise reliability.

### The Solution

The agency decided to run an open source desktop environment along with existing Microsoft® Windows® workstations, using OpenOffice.org Novell Edition on both platforms to aid interoperability. A Novell Platinum Partner™ helped implement and provide training for a system based on Novell Open Workgroup Suite. The suite is a comprehensive infrastructure and productivity solution entirely based on open standards. It includes Novell Open Enterprise Server, which gives the agency secure and reliable workgroup services based on SUSE® Linux Enterprise Server; SUSE Linux Enterprise Desktop, which delivers a high-performance, user-friendly desktop environment; and OpenOffice.org, a cost-effective office productivity suite interoperable with Microsoft Office.

The rollout to more than 10,000 desktops was a tremendous success. Today, the agency benefits from a comprehensive infrastructure and office productivity solution based on open standards. More importantly, with open source, platform-independent software such as OpenOffice.org running equally well on Linux® and Windows, the agency is closer to achieving its interoperability goals.

The financial implications of choosing Novell are also significant. With 16,000 desktops, even small increases in licensing costs have a considerable financial impact. However, by moving the majority of its computers to Linux and OpenOffice.org, the agency moves much closer to independence from price increases imposed by proprietary software vendors. The agency estimates that even with the cost of maintenance included, the migration to Novell Open Workgroup Suite, which includes OpenOffice.org, reduced licensing costs by 50 percent.



*“Novell solutions have helped Usha Martin Group cut costs and increase user productivity. The migration to SUSE Linux Enterprise Desktop has been a complete success.”*

**Mr. Sunil Jala**  
Vice President of IT  
Usha Martin Group

## 4

## Scenario 4: Storage and Print Management

For end users, nothing is more fundamental to productivity than storing, accessing and printing documents. Novell Storage and Print Management offers an intelligent, policy-driven approach to storage management—one that slashes storage costs, assists with regulatory compliance, and improves backup and recovery of critical data. In addition, our advanced print capability provides a convenient “map” of the enterprise that lets people point and click to direct print jobs to any printer on the network, without any involvement from IT.

### Customer Situation

A rapidly growing city government was struggling with performance and reliability issues due to growth in the amount of unstructured data employees needed to store. Server hardware was reaching the end of its useful life, and the centralized storage system could not expand any further. To continue to foster economic growth for its citizens, the city needed to provide faster and more stable file and print services to its civil servants. Like many public sector organizations, the city wanted an open source solution to avoid vendor lock-in and proprietary technologies.

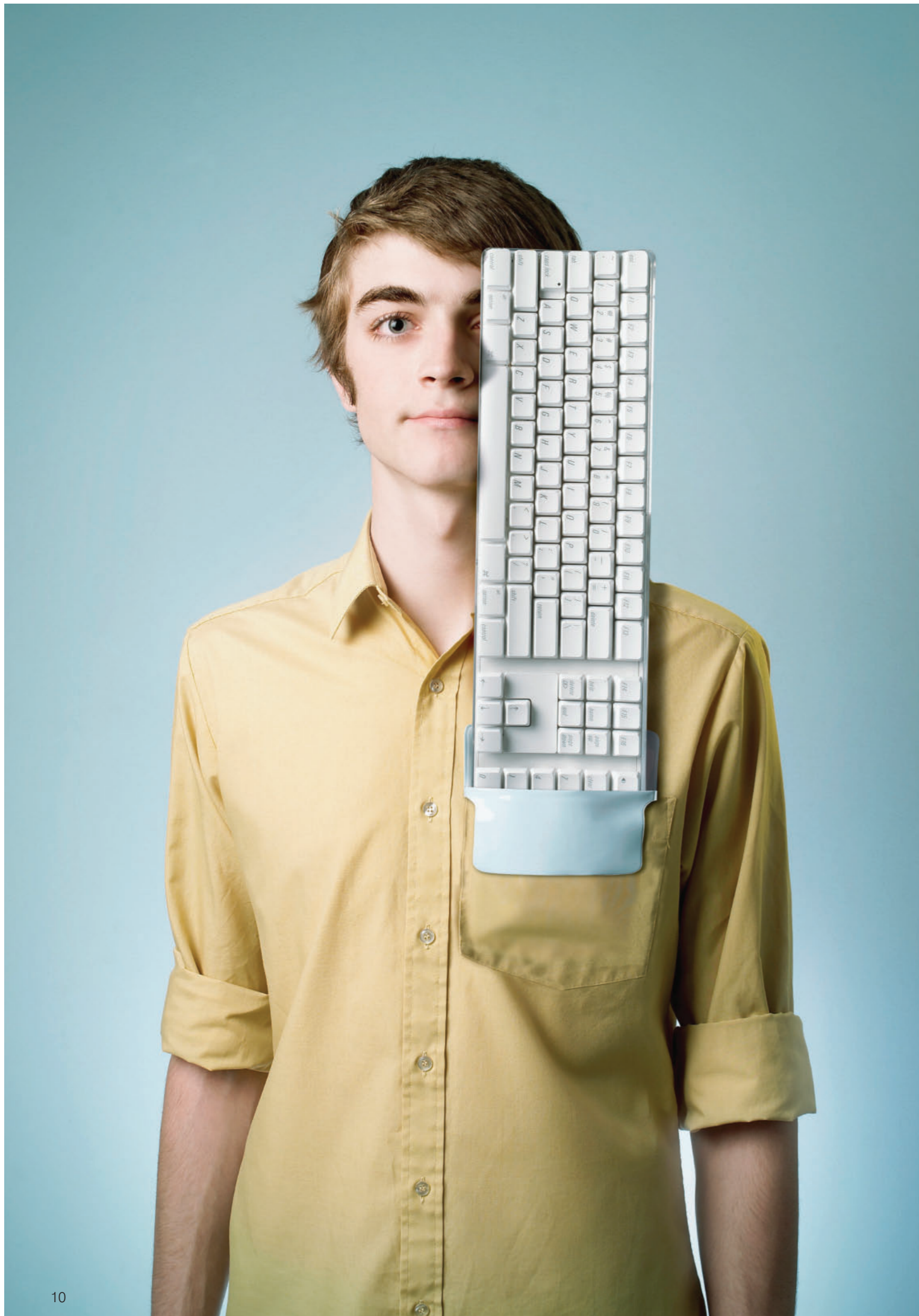
### The Solution

A careful evaluation of available options showed that Novell Open Enterprise Server was the only product that could meet the city's need for sophisticated yet affordable file and print services. This operating system based on SUSE Linux Enterprise serves the needs of employees by delivering award-winning file and print networking, communication and collaboration capabilities with unmatched security, reliability and scalability.

With built-in Dynamic Storage Technology from Novell, the agency's IT staff established policies to automatically distinguish between active and inactive data and manage it effectively based on age. Active data stays on high-end storage devices for quick access, while inactive data is moved to tape and other low-cost devices. This transfer significantly reduces storage management costs, assists with regulatory compliance and improves backup and recovery of critical data. Best of all, the transfer to lower-cost storage is totally transparent to employees. To access a document regardless of its age, an employee simply opens the folder where he or she stored the document and clicks on the document name. The underlying storage management technology steps in, finds the file and opens it for the user.

Printing is also easier and more flexible than before. Employees can find printers effortlessly using a graphical “map” of the facility. They click on the desired printer, and if necessary, the system automatically downloads the appropriate printer driver, prints the document and saves the printer location for future use. Employees can print to the printer connected to their desktops, a printer down the hall or a printer in another office.

These high-value network services are making it easier for employees to get their work done. At the same time, they are eliminating much of the IT intervention that was required in the past to locate important documents or help users access specialized printers.



# ENTERPRISE LINUX DESKTOPS



**Personal computing made personal again. An office worker, a retail clerk and a helpdesk agent all have vastly different computing needs. Not every user needs a fully loaded Windows desktop with its over-engineered features, security problems and complex licensing.**

Novell offers choices, including thick clients, thin clients and more, so you can get exactly what you need for each user and pay only for what each user requires. The Novell Enterprise Linux Desktops solution lets you make users productive, strengthen desktop security and interoperate with existing systems while reducing acquisition and long-term ownership costs.

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**Scenario 1:  
Thick Client**

**Scenario 2:  
Thin Client**

## 1

## Scenario 1: Thick Client

You want to give your users an easy-to-use, secure desktop that's cost effective to deploy on notebooks, netbooks, nettops and workstations. But you can't afford the exorbitant licensing, maintenance and support fees that proprietary vendors typically charge. Fortunately, there's SUSE Linux Enterprise Desktop from Novell. Our simple, straightforward technology seamlessly interoperates with your existing IT infrastructure such as Microsoft Windows. It comes bundled with OpenOffice.org, Firefox\*, e-mail and instant messaging clients, integrated multimedia support, plug and play support for thousands of devices and much more.

### Customer Situation

A large school district serving more than 130,000 students envisioned a one-to-one mobile computing initiative to help students achieve academic success and prepare them to learn, live and work in the 21st century. How? By giving students access to laptop computers with software tools and resources. Cost, of course, was an issue, because funding within school districts is always very limited. To benefit students while being economical for the district, the desktop operating platform needed to meet high standards of reliability, ease of use and administration. What's more, it had to be affordable.

### The Solution

The district selected SUSE Linux Enterprise Desktop from Novell as the standard platform for its mobile learning environment. The initiative is currently in the first phase of a three-phase implementation that is expected to run for several years. The district is enthusiastic about pioneering this program to personalize student learning. The new computing environment will provide meaningful learning experiences for all participating students, especially those who do not have access to computers at home. The district believes it will help students develop higher-order skills and function more effectively in the world beyond the classroom.

The long-term vision includes student access to a managed network that will provide an Internet/intranet connection to schoolwork, teachers and classmates, and give students anytime, anyplace access to educational resources. The school district plans to use open source applications included in SUSE Linux Enterprise Desktop for office productivity, audio and video, Web browsing, geography, language arts, math and science. In the future, teaming and conference capabilities could further enhance learning by facilitating collaboration on group projects and making it easier for teachers, staff and students to interact with each other online.



*"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

## 2

## Scenario 2: Thin Client

Equipping users with desktop computers can be a costly proposition that involves high licensing and maintenance fees and pricey hardware. But how else can you give people the computing power they need to be productive? The answer is easy: thin client. Linux is the ideal platform to support the thin-client/server-based computing model. And SUSE Linux Enterprise Thin Client from Novell is the market's only enterprise-quality Linux platform that lowers your total cost of ownership, strengthens security and delivers the benefits of server-based computing.

### Customer Situation

A global manufacturer of products to control the efficiency, safety and quality of water needed to replace its obsolete wireless terminals on the manufacturing floor to support a massive upgrade of its enterprise resource planning (ERP) system. The IT department wanted a desktop solution that could be managed from a central location. Moreover, to support rapid growth, the company wanted to implement open and flexible desktops that could support more than just ERP. The budget, however, didn't allow for replacing the terminals with expensive desktop computers.

### The Solution

The ideal answer to the company's challenges turned out to be SUSE Linux Enterprise Desktop for use in a thin-client deployment, plus Novell ZENworks® to manage more than 1,000 desktops. Today, the company is running SUSE Linux Enterprise Desktop on Neoware™ thin-client hardware, creating a compact and efficient solution for its manufacturing floors. The IT staff uses Novell ZENworks to manage its desktops from a central location—a process that greatly reduces ongoing maintenance costs. The staff can distribute applications to its Linux desktops in hours and can troubleshoot problems cost effectively without having to visit specific locations. In the future, the addition of OpenOffice.org Novell Edition will provide access to key business productivity applications.

The company was able to make the move to flexible, thin-client desktops at a fraction of the software and hardware costs of a Microsoft solution. SUSE Linux Enterprise Desktop on thin client devices offers improved reliability, as well as a lower total cost of ownership. By supporting new applications, the new desktops also give users greater flexibility and application access from the manufacturing floor. To give employees the skills they needed to use the Novell technology efficiently and effectively, the company took advantage of Novell Technical Training options, including instructor-led training, self-study materials, Novell Advanced Technical Training™ (ATT) and custom training.

# ENDPOINT MANAGEMENT



**Empower and protect end users. People move and work all over the globe. And they're using many different devices: desktops, laptops, mobile phones, PDAs and more. What you need is a way to provision, manage and protect the devices your people rely on to get their jobs done.**

The Endpoint Management solution from Novell enforces configuration, compliance and security policies for local and remote devices to keep critical data safe even when a laptop or flash drive is stolen. What's more, our solution manages the complete lifecycle: discovering devices, automating configuration, delivering software and patches, securing data and devices, and tracking IT assets.

**Scenario 1:**  
**Desktop Management, Standardization and Optimization**

**Scenario 2:**  
**Asset Usage and Tracking**

**Scenario 3:**  
**Secure Endpoints**



## 1

## Scenario 1: Desktop Management, Standardization and Optimization

Windows XP, Windows Vista\* and Linux desktops are now part of most networks. Managing these mixed environments presents many challenges. You have to know what you have and how it's used, and you have to develop efficient processes to help you deal with changes. With Novell, managing your desktops doesn't have to be painful or costly. We enable you to automate device discovery, imaging, configuration and change management, software distribution and remote problem resolution. Moreover, our application virtualization allows you to isolate commercial and custom applications to avoid software conflicts and reduce problems.

### Customer Situation

A university needed to reduce the cost and complexity associated with managing desktops and laptops. The environment included 700 desktops in computer labs spread across campus plus 2,500 desktops and laptops used by teachers and administrators. Budget constraints wouldn't allow for dedicated IT staff in each building to support the rollout of new software or to help users solve problems. To meet service-level demands, the IT department needed to remotely enforce standard configurations on desktops in the labs. At the same time, the staff needed to optimize each desktop with the appropriate configuration, settings and software based on user role, group membership, location and security requirements. Further complicating the task, many university-managed desktops connect only occasionally over the Internet as staff travel for research and to teach at remote locations.

### The Solution

The university quickly gained control of its desktops and laptops with Novell ZENworks Configuration Management. The IT staff created a standard image and configuration for desktops in the computer labs. These shared desktops were locked down, blocking students from making changes, installing software and introducing problems. Because university staff had divergent application needs, IT took an individualized approach to installation and management. Leveraging both Active Directory® and Novell eDirectory™ as a source for user identity, ZENworks built a custom desktop for each user. Applications, desktop settings and printer configurations were automatically distributed and are now managed by established policies. The university also virtualized the latest Novell GroupWise client to reduce testing requirements, accelerate the upgrade process and simplify its contingency plans.

Novell ZENworks has automated IT tasks that were previously done manually, and has enabled the university to consolidate IT resources and centralize its helpdesk. Software updates are now distributed without requiring technical personnel to touch each desktop or laptop. Administrators can securely control any desktop remotely, regardless of where it is. When the occasional hard drive fails, the new drive is remotely re-imaged, and the desktop is quickly back in service with the exact set of applications it had before. Even personalized desktop photos are restored. With Novell ZENworks, the university cut management costs, reduced the number of helpdesk calls and decreased the time it takes to resolve problems when they arise.

**“Novell ZENworks completely removes the need to go to individual desktops. Because we’re so distributed, the ability to run a virtual helpdesk is vital, enabling IT assistance to be provided to users regardless of their location. Partnering with Novell has made a tremendous difference to our users and our organisation. Without Novell, we would not have been able to improve our service delivery to the extent we had planned.”**

**Lynley Lee**  
National IT Infrastructure Manager  
AgriQuality

**“We discovered that our users spend about 80 percent of their time in GroupWise so it made sense to give them access to applications without having to leave their e-mail. We’ve also never had a virus or worm attack with GroupWise, and we get 99.999 percent uptime using Open Enterprise Server and Novell Cluster Services.”**

**Tom Lockhart**  
IT Systems Manager  
Hastings and Prince Edward Counties Health Unit

## 2

## Scenario 2: Asset Usage and Tracking

Effective software asset management is vital to compliance and smart purchasing. “Effective” is the operative word here. Simply put, many asset management tools do not provide accurate data. For example, many inventory products rely on file header data. This leads to overcounting, overspending and the risk of noncompliance. Novell ZENworks Asset Management uses intelligent asset recognition. Our patented technology has been proven for more than 14 years on more than 10 million desktops. Our Endpoint Management solution supported by Novell ZENworks provides an integrated asset inventory with reliable software usage and license reconciliation.

### Customer Situation

The IT staff at a large telecommunications firm was struggling to keep a handle on what hardware and software assets the company owned. The parent company negotiates global software licensing deals with major vendors and relies on its subsidiaries to report accurate figures on license usage each month to get the best possible pricing. To keep costs low, the company wanted to ensure that it was not paying for software that it was not actively using. Without an accurate count of how many licenses were actually in use, the company might pay for expensive software that was sitting unused on many desktops and laptops. Moreover, the company wanted to speed the preparation of monthly license reports, which was a time-consuming process that required several people in different departments to gather and aggregate data from multiple systems.

### The Solution

The firm engaged Novell and one of our partners to review its license management tools and processes and design a new solution. Today a single ZENworks server gathers data from nearly 2,000 client devices—mostly notebooks—producing a precise summary of all software installed, including data on versions, hot fixes and operating system updates. The ZENworks server maintains up-to-date reports for who is using the various types of licensed software and how often. Consequently, the firm has the information it needs to reclaim licenses that aren't being used. The firm can also consolidate purchase and contract information to reconcile what it owns with what it uses. Moreover, it is positioned to negotiate software maintenance contracts based on actual usage, which has reduced its maintenance costs.

Before implementing ZENworks, it took nearly three days each month to compile licensing reports. The firm now produces more accurate, detailed reports at the touch of a button. As the next stage in its asset management initiative, the firm will add a second Novell ZENworks Asset Management environment to manage 400 servers, bringing increased control and better management of its server environment.



*“With ZENworks Asset Management, we know exactly what is installed and where. Having a real-time inventory makes it easy for us to comply with software licensing requirements, as well as our leasing schedules.”*

**Noah Broadwater**

Vice President of Information Services  
Sesame Workshop

## 3

## Scenario 3: Secure Endpoints

Your network is only as secure as your desktops and laptops. Threats come in many forms, from viruses and hacks to unsecured laptops to unauthorized USB devices that can snatch many gigabytes of data. Securing your endpoints is more important than ever, and keeping them updated with the latest security patches is vital. With the Novell Endpoint Management solution, you can build the strongest possible perimeter around your valuable IT assets without compromising user productivity.

### Customer Situation

A rapidly growing financial firm had lost control of its ability to ensure the security of all of its desktops and laptops. The problem was magnified by its growing business and ever expanding wide area network. More than 5,000 employees worked at branch offices. The heart of the business was its highly mobile service force: Each service representative managed customer accounts using a laptop. If a laptop connected to the home office using an unsecure wireless connection or if a laptop were stolen, the results could have been disastrous for the company in its highly competitive industry. The IT staff needed to secure all endpoints consistently and without fail, whether they were desktops at corporate headquarters or laptops in the farthest corner of a sales territory.

### The Solution

The company found exactly what it needed from Novell. We delivered endpoint security and management capabilities in a single console, replacing a confusing mix of disparate tools and manual processes. The security team now has a way of enforcing security policies to comply with internal and government regulations on each managed device. End-user satisfaction has risen because pop-up messages no longer prompt users to make security configuration decisions they are not trained to make. Our technologies gave IT administrators thorough control of every endpoint and its applications, ports and firewall, whether that endpoint was inside or outside the corporate firewall.

All endpoints are now secure with Novell ZENworks Endpoint Security Management and Novell ZENworks Patch Management. Data is automatically encrypted, and security is determined by policy, not by user action. If a device is stolen, its data is unusable by unauthorized parties. IT administrators control external ports, removable media and devices by activating policies that constantly enforce security. When company-owned and guest devices connect to the network, they are interrogated to confirm that they meet corporate security requirements. If necessary, they are quarantined and offered a simple way to remediate the issue.

Sales representatives in the field no longer lose valuable time configuring wireless cards. Wireless devices and network connections are centrally controlled, enforcing security policies automatically and transparently. With Novell, the IT staff has also drastically reduced the time it spends patching endpoints and making sure the operating systems, applications and anti-malware utilities are installed and up to date. Skilled Novell certified consultants helped the company deploy a scalable and simple method for creating, distributing, enforcing and monitoring security policies on endpoint devices. If an endpoint falls out of compliance or violates policy, IT administrators are notified, and the problem is automatically corrected.

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Through our infrastructure software and ecosystem of partnerships, Novell harmoniously integrates mixed IT environments, allowing people and technology to work as one.

Mixed IT environments are a reality for almost all organizations, and we understand that you can't let this reality undermine your ability to compete. We enable businesses around the world to manage their mixed IT environments, helping them reduce cost, complexity and risk. Whatever solutions you're looking for—End-User Computing, Identity and Security, or Data Center—we have the tools to connect people to performance and business possibilities. Let us make IT work as one for you.

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

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**Novell®  
Making IT Work  
As One™**

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