

*The best in the business, working together . . .*



## The IBM and Novell relationship: broad-based networked systems answers

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### Highlights

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#### **Advanced technology and systems integration solutions'**

*IBM and Novell. It's a decade-long relationship that combines the strengths of two industry leaders to satisfy customers' current and future requirements in the areas of server hardware, clustering, network operating systems (NOS) and networked systems connectivity.*

#### **Exhaustive testing and certification**

*IBM is an active participant in many of Novell's server and workstation compatibility and certification programs. As a result, to date all IBM's Intel-processor based Servers are certified to run Novell NetWare 4.11, the latest version of this best-selling NOS.*

#### **A multitude of key programs**

*From Novell Technical Support Alliance Net to Strategic Engineering Support, IBM and Novell work closely together to provide powerful, reliable platforms for running your mission-critical applications.*

#### **Acclaimed service and support**

*From installation planning through start-up and post-sales, world-class IBM Netfinity and IBM PC Server systems combine with IBM's league-leading support programs to help keep your systems up and running...and you in business.*

s c a l a b i l i t y

p o w e r

s e r v i c e

## Novell

c o n t r o l



*. . . Just better business*

*By enhancing the compatibility of their products, IBM and Novell offer the best to their customers: leading-edge server hardware running leading-edge network operating system and connectivity software.*

**Advanced technology and systems integration solutions**

For over ten years, the strategic relationship between IBM and Novell has yielded an unbroken string of innovative customer solutions. In this relationship, IBM is the hardware provider, offering a wide range of server systems from the top-end Netfinity 7000 for large enterprises to the small business IBM PC Server 310.

Novell is a network operating system provider; in fact, Novell's NetWare network operating system continues to be the best-selling NOS of all time. Novell's products connect users to networks and the devices that are attached to them. Novell is a leading supplier of the industry-standard TCP/IP software used to connect desktop computers to enterprise networks and, more recently, the Internet and intranets through Novell IntranetWare and BorderManager.

Other key Novell products that can run on selected IBM Netfinity and IBM PC Server systems include GroupWise, which combines e-mail, scheduling, calendaring and voice mail, and Novell Directory Services (NDS), which provides single point administration and access control for an entire network. Further, IBM is a lead partner with Novell in a multi-node clustering development project, providing 12 servers and four racks to the undertaking.

By working closely together and enhancing the compatibility of their products, IBM and Novell offer the best to their customers: leading-edge server hardware running leading-edge network operating system and connectivity software. All of which combine to take customers with businesses on the move to where they want to be: the leading edge, of course.

**Exhaustive testing and certification**

Testing for hardware-software compatibility is a comprehensive process. The close cooperation between IBM and Novell at the engineering and product levels results in IBM Netfinity and IBM PC Server systems being certified to run reliably in a Novell NetWare environment.

Additionally, IBM cooperation with Novell has, on occasion, helped in the development of new technology. An example occurred when IBM was chosen by Novell to provide the testing server platform for Novell NetWare 4.1 and its Enhanced Securities Services facility, which provides customers a secure environment for running file, application and print services. IBM's involvement helped gain Class C2/E2 "Trusted NetWare" rating—bestowed by a panel of independent governmental security experts—for Enhanced Securities Services.

*IBM PC Server Family*



**IBM PC Server 310**  
A smart, entry-level server for small businesses or departments at desktop prices



**IBM PC Server 325**  
The scalable, rackable application server for enhanced productivity



**IBM PC Server 330**  
An application-based e-business performance server, offering large-system control in a PC network environment



**IBM PC Server 704**  
A top-of-the line enterprise PC Server for compute-intensive applications

*The close cooperation between IBM and Novell at the engineering and product levels ensures that IBM Netfinity and IBM PC Server systems are certified to run reliably in a Novell NetWare environment.*

Both IBM and Novell understand that the value of their relationship is evaluated by one criterion: customer satisfaction that stems from product reliability. Exhaustive testing and compatibility certification are the primary means by which this reliability—and the customer satisfaction that follows it—are achieved.

**A multitude of key programs**

The list of additional joint product development, compatibility and marketing programs in the IBM-Novell relationship is a long one. Included are:

- The Novell Global Service Partner Program, of which IBM is an inaugural member. In this program, IBM receives

high-level Novell support to provide customers with network planning and design, installation and testing, problem resolution support and network management for Novell NetWare and IntranetWare environments.

- IBM is the only server manufacturer in three of Novell's Strategic Engineering Support (SES) programs. SES enhances compatibility between IBM and Novell products before they ship to customers. As part of this program, Novell dedicates engineering teams to test IBM's current and pre-release systems with alpha and beta versions of Novell products. The result is that SES enables faster certification of IBM products with Novell technology.

- Membership in the Novell Alliance Certification Organization allows IBM to perform self-certification testing, which results in a faster time-to-market for IBM products that run Novell technologies.

- The Novell Yes Partner Program helps customers identify and purchase third-party hardware and software products compatible with Novell operating systems. Through this program, for example, a Novell customer would find that IBM Netfinity Manager software and the IBM Capacity Management tool, both of which provide system management capabilities for networked systems, work seamlessly in NetWare NOS and IntraWare environments.

- Novell's Technical Support Alliance Net is a single point of contact and ownership for multivendor issue resolution, the goal of which is improved customer productivity and satisfaction.

Netfinity



**IBM Netfinity 7000**  
A powerful enterprise server to drive business-critical applications with confidence



**IBM Netfinity Rack**  
An expandable, space-management solution for 19" industry-standard server and options components



**IBM Netfinity 3500**  
A powerful, industry-leading server for small and medium-sized businesses at a great price

## Acclaimed service and support

IBM has 81 Open System Centers and Availability Centers, which provide integration and testing sites for multi-vendor client/server systems. IBM Help Centers are staffed with Certified NetWare Engineers (CNE) to provide 24 hour a day, seven days a week support.<sup>2</sup> Hundreds more CNEs populate IBM's country support teams.

Server-specific support comes in the form of ServerGuide, which includes NetWare support and NetWare integration guides, as well as IBM Start Up Support, which offers expert help during the first 90 days of the warranty period for IBM and selected non-IBM hardware and network operating systems. Additionally, all IBM Netfinity and IBM PC Server systems are covered by IBM's International Warranty Service.<sup>3</sup> IBM TechConnect is our server information and certification program for professionals, which includes IntranetWare integration with IBM Netfinity and IBM PC servers. ServerProven solutions provide application configurations to help reduce integration problems.

IBM SystemXtra provides a total-package of software, training and finance and can help reduce the total cost of server system ownership, while SystemXtra Technology Exchange is a cost-effective way to update PC hardware after only two years.<sup>4</sup>

Lastly, IBM Global Services offers services for consulting, application development, integration and rollout, technical support, education and desktop management for IBM customers using Novell NetWare.

## The case for IBM

So, why IBM? What other company has the business relationships with industry leaders that can produce reliable, powerful solutions for your business with first-rate hardware and software products? A dazzling list of options? And unsurpassed service and support? IBM—it's just better business.

## Need more information?

### IBM Reseller and general information

United States	1 800 426-7255 ext. 4752
Canada	1 800 465-7999

### IBM Fax Information Service

United States	1 800 IBM-3395
Canada	1 800 465-3299
IBM and Novell	Doc #43024
IBM and Lotus Domino Server	Doc #43028
IBM and Oracle	Doc #43025

### World Wide Web

Server	<a href="http://www.ibm.com/pc/us/server">www.ibm.com/pc/us/server</a>
Netfinity	<a href="http://www.ibm.com/pc/us/netfinity">www.ibm.com/pc/us/netfinity</a>
ServerProven	<a href="http://www.ibm.com/pc/us/compat">www.ibm.com/pc/us/compat</a>
Options	<a href="http://www.ibm.com/pc/us/options">www.ibm.com/pc/us/options</a>
Novell	<a href="http://www.novell.com">www.novell.com</a>

<sup>1</sup> Novell products are not necessarily loaded on IBM Netfinity and IBM PC Servers. Check with your IBM reseller for details.

<sup>2</sup> Response times may vary.

<sup>3</sup> For terms and conditions or copies of IBM's limited warranty, call 1 800 772-2227 in the U.S. Limited warranty includes International Warranty Service in those countries where this product is offered. Telephone support may be subject to additional changes.

<sup>4</sup> If you qualify and subject to conditions

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