

# Support Solutions



## **SMART** Operating System Support—Novell

**Keystone's SMART Operating System Support Services** are the fundamental building block of our range of Support Solution Products, providing a powerful expertise foundation to guarantee the highest levels of customer support. For the range of Novell Operating Systems, we provide a single point of control, co-ordination and delivery of first rate technical user support. This ensures a high quality service and immediate access to a team of technical support specialists.

Available 24 hours a day, 365 days a year, complete with an unlimited number of support calls, and backed up by full access to our Technical Support Services team. Support calls can not only be for technical support but also for general advice and guidance, without incurring further costs.

Novell Operating System Support is offered at a standard rate per server, irrespective of specifications, up to a maximum number when a group contract is applied and all servers are supported, again irrespective of hardware specification. Our unique approach enables customers to enjoy substantial cost savings in a multi-server and multi-platform environment. Additional service options are available for on-site escalation where telephone query fails to provide a suitable resolution.

Our Novell Operating System Support also offers a remote dial-in function via a modem to diagnose, and where possible, provide the appropriate solution.

**Keystone's Novell Support Services**, with the inclusive dial in diagnostics function, provides the most professional, efficient and cost effective support service currently available.

### **Novell Products, which are fully supported, include:**

- **Netware v3.1x**
- **Netware v3.22**
- **Netware v4.2**
- **Netware v4.x/4.11**
- **Netware v5.x**
- **Groupwise v5.5**

### **We hold the following Novell Certifications:**

- **Certified Novell Administrators (CNA's) and Certified Novell Engineers (CNE's) for Netware 2.x; Netware 3.x; Netware 4.x; Netware 5.x; Netware Intranetware & Groupwise 5.5**

KCG/POB/SP/OS/NOV  
2.0/04/03/04

**Novell**<sup>®</sup>



[www.keystonegroup.co.uk](http://www.keystonegroup.co.uk)