

What is Novell announcing?

Novell® is announcing the general availability of SUSE® Linux Enterprise 11— the most interoperable Linux platform for mission-critical computing from the desktop to the data center. SUSE Linux Enterprise Desktop 11 is one of the key products as part of this launch.

What is SUSE Linux Enterprise Desktop 11?

SUSE Linux Enterprise Desktop is the market's only enterprise-quality Linux desktop. Developed and backed by Novell, SUSE Linux Enterprise Desktop provides seamless interoperability with existing enterprise systems and dozens of essential productivity applications, while delivering an easy-to-use, highly secure and “green” desktop experience. It also delivers unparalleled levels of flexibility. You can easily deploy it on a wide range of client devices including desktops, notebooks, netbooks, nettops and workstations; on thin clients; or as a virtual desktop. In addition, it comes preloaded on a range of client devices offered by our hardware partners. By leveraging the power of SUSE Linux Enterprise Desktop, your business can dramatically reduce costs, improve end-user security and increase workforce productivity.

What are the new features of SUSE Linux Enterprise Desktop 11?

SUSE Linux Enterprise Desktop 11 contains key innovations and improvements over SUSE Linux Enterprise Desktop 10:

- **Upgrades to desktop applications**—SUSE Linux Enterprise Desktop 11 contains upgraded versions of all key applications. It includes the latest versions of OpenOffice.org (version 3), Mozilla Firefox (version 3), Novell Evolution email and calendaring, and many others.
- **Broader multimedia support**—In addition to MP3 playback, SUSE Linux Enterprise Desktop 11 now supports playback and creation of Advanced Audio Coding (aac) files, and through the Novell / Microsoft partnership, it includes built-in support for Microsoft Silverlight and support for Microsoft Windows Media Audio (wma) and Windows Media Video (wmv) files.
- **Green IT capabilities**—SUSE Linux Enterprise Desktop 11 introduces smart power management features including CPU throttling, switching off the hard drive when it is not needed, and dimming the display when the desktop is idle. It also improves user action such as sleep and hibernate to minimize power usage. Finally, a new Power History interface lets you see how your usage is impacting battery life and how the desktop is adapting to your usage.
- **Simplified connection management**—SUSE Linux Enterprise Desktop 11 includes key NetworkManager enhancements and features broader support for wireless connectivity. A fully redesigned connection manager allows you to customize your wireless connection, VPN settings and 3G connection settings and easily connect to the Internet, whether you are using a secure wired, wireless, or wireless broadband connection.
- **Remote desktop access**—SUSE Linux Enterprise Desktop 11 introduces Nomad, a suite of remote desktop protocols, that lets you experience your Linux desktop with near-native graphics when it is accessed remotely. You can now run SUSE Linux Enterprise Desktop as a virtual desktop in the data center or in the cloud, without compromising the high-quality and performance you would expect from a local desktop experience.

How does SUSE Linux Enterprise Desktop benefit my organization?

SUSE Linux Enterprise Desktop delivers four benefits for your business:

- **Lowens costs**—You can save roughly 90 percent on licensing and maintenance costs when selecting SUSE Linux Enterprise Desktop over Windows* and Microsoft Office*. You achieve this by gaining an all-in-one desktop solution that is bundled with leading business applications. In addition, SUSE Linux Enterprise Desktop seamlessly interoperates with your current IT environments, so you can lower costs by leveraging your existing IT. Finally, stronger security and green IT capabilities mean fewer helpdesk calls and lower power costs respectively.
- **Strengthens security**—Organizations have grown accustomed to Windows security breaches and system crashes that, according to Gartner, increase the total cost of desktop ownership by approximately US\$200 per user per year.¹ Relative to Windows, SUSE Linux Enterprise Desktop protects you against security threats through a more modular architecture and with unmatched security tools. These include AppArmor®, an application-level security framework that prevents and logs unauthorized activity, PolicyKit, which secures access to privileged processes, an integrated Virtual Private Network (VPN), a firewall, antivirus tools and certificate management.
- **Improves productivity**—SUSE Linux Enterprise Desktop contains key elements that improve desktop usability and help you to maximize productivity. Since it is interoperable with leading Microsoft technologies such as Microsoft Office, Microsoft Active Directory* and Microsoft Exchange, you become productive immediately and minimize retraining costs. It also contains key features such as an award-winning GUI, integrated search, 3D graphical effects, and new accessibility functions to let you easily interact and maximize your desktop experience.
- **Reduces administrative burden**—SUSE Linux Enterprise Desktop includes the acclaimed YaST® management tool, a comprehensive installation, configuration and administration suite that simplifies the software update and management process. AutoYaST automatically performs installation and configuration on multiple systems at the same time. In addition, Novell ZENworks® Linux Management complements YaST and AutoYaST by enabling you to centrally control how you deploy, update and upgrade your entire PC inventory inside the firewall. SUSE Linux Enterprise Desktop will also include Likewise Enterprise, which greatly simplifies and enhances user and group policy management in an Active Directory environment. All of these features enable dramatic IT savings and reduces administrative burden.

Why should I choose SUSE Linux Enterprise Desktop over Windows?

With SUSE Linux Enterprise Desktop, you gain significant cost savings and security advantages over Windows. From a cost perspective, you can save roughly 90 percent on licensing and maintenance costs over Windows and Office while gaining an all-in-one desktop solution that has leading productivity applications bundled in at no charge. In addition, given the security advantages of desktop Linux over Windows, you get an operating system that is inherently more secure, which means fewer helpdesk calls and significantly reduced impact from malware, spyware and virus attacks. Finally, SUSE Linux Enterprise Desktop gives you choice and reduces the lock-in you may experience with Microsoft.

¹ http://www.symantec.com/business/resources/articles/article.jsp?aid=automating_patch_management

Why should I choose SUSE Linux Enterprise Desktop over Red Hat Enterprise Linux Desktop?

Compared to Red Hat Enterprise Linux Desktop, SUSE Linux Enterprise Desktop provides stronger interoperability with your existing IT environment. For instance, it comes bundled with the Novell edition of OpenOffice.org, which provides stronger compatibility with Microsoft Office file formats, and support for Excel, VBA macro and Microsoft Works files. On the other hand, Red Hat Enterprise Linux Desktop includes the upstream version of OpenOffice.org which does not feature these key interoperability enhancements. In addition, SUSE Linux Enterprise Desktop also includes Mono, a set of tools that enables the execution of Microsoft .NET applications on Linux. As a result, SUSE Linux Desktop supports Microsoft Silverlight and Microsoft file formats including Windows Media Audio (wma) and Windows Media Video (wmv). Red Hat Enterprise Linux Desktop does not support Mono.

Novell has made tremendous strides in building desktop preload relationships with the largest OEM vendors—HP, Lenovo, Dell, Wyse and Micro-Star International. Our partners have preloaded SUSE Linux Enterprise Desktop on a wide range of form factors including desktops, notebooks, netbooks, nettops and thin clients; and the list continues to grow. These preload solutions enable our joint customers to easily access SUSE Linux Enterprise Desktop out of the box on some of the most innovative hardware, including support, and immediately experience its benefits. On the other hand, Red Hat does not have the same breadth or focus on desktop Linux preloads.

Why should I choose SUSE Linux Enterprise Desktop over Ubuntu from Canonical?

Compared to Canonical, Novell has a rich set of services that enable enterprises to reduce risk when adopting the Linux desktop. SUSE Linux Enterprise Desktop is backed by world-class Novell services including support, training and consulting. Novell is the only Linux vendor to receive Support Center Practices Certification, an internationally recognized standard. Our internal and external training partners back SUSE Linux Enterprise Desktop so you can become a Linux expert quickly. Finally, Novell IT Consulting includes hundreds of professionals specialized with helping you deploy Linux in your enterprise. These services enable you to migrate smoothly to SUSE Linux Enterprise Desktop and you peace of mind. Unlike Canonical, our many more resources and history of supporting enterprise customers for 25 years lets us deliver the security and support you need for your business.

In addition, Novell is a top contributor to many open source desktop projects. We are the second largest named contributor to the Linux kernel and OpenOffice.org. We are also a leading contributor to GNOME, Mono, Evolution, Banshee, Compiz, Beagle, NetworkManager and other projects. These are all components that make up SUSE Linux Enterprise Desktop, and are featured in Ubuntu as well. Because of our community leadership, we can deliver higher-quality support for our customers. And we can do it much more quickly as well. On the other hand, Canonical has far fewer engineers contributing to community projects that make up the Linux desktop. As a result, they cannot deliver the same level of support to customers.

How similar are the applications on SUSE Linux Enterprise relative to those on Windows?

SUSE Linux Enterprise Desktop has a suite of bundled productivity applications that are like their Windows counterparts. As a result, the transition to desktop Linux is very easy. For instance, SUSE Linux Enterprise Desktop offers, among others, the following bundled software: office productivity (OpenOffice.org Novell Edition), Web browser (Mozilla Firefox), email and calendaring (Novell Evolution), instant messaging (Pidgin), multimedia management (Banshee), photo management (F-spot), and much more.

How do I run my Windows applications on SUSE Linux Enterprise Desktop?

First, there are many open source equivalents to Windows applications that provide a realistic alternative to your current applications. Prime examples are OpenOffice.org and Mozilla Firefox. Second, any .NET application can easily be ported to Linux using the Mono toolset included in SUSE Linux Enterprise Desktop. Third, you can also use CrossOver Linux (based on Wine) to run Windows applications directly on Linux. Fourth, one of the most popular solutions is to deliver Windows-based applications remotely via a server-based or terminal server solution, such as Citrix*, Ericom*, NoMachine and others. Finally, you can run Windows-based applications in a virtual desktop machine, either locally on the PC or on a server, using technologies such as VMware Workstation.

I hear desktop Linux is not user friendly and will take a long time to learn—is this true?

No. SUSE Linux Enterprise Desktop is extremely intuitive and works very much like Windows. Its familiar interface and functionality significantly reduce training efforts, and its exciting 3-D desktop effects enhance productivity. Based on thousands of hours of usability testing and integrated customer feedback, Novell learned how people interact with their desktop and innovated a desktop experience that allows people to be highly productive and efficient from the very start.

I hear installing new applications on desktop Linux is difficult—is this true?

No. SUSE Linux Enterprise Desktop uses the “RPM package” process to manage installation of software additions, which include operating system extensions and new applications. SUSE Linux Enterprise Desktop 11 also supports the “one-click” process of adding packages and resolving dependencies quickly and easily. We have found that most enterprises only want IT administrators to be capable of installing applications, so by default the ability to add software can be locked down (for the enterprise end-user who wants to install his own applications, this capability can be enabled). The problem we see with a lot of organizations today is that by allowing end-users to freely install third-party software on their machines, this introduces security threats while forcing IT to spend time and money fixing broken PC images and responding to new risks. By designing SUSE Linux Enterprise with the premise that only IT administrators should deploy applications, this reduces IT costs and

ensures that corporate IT assets are used appropriately and according to policy. Through our openSUSE® project, Novell has also made available the openSUSE Build Service. This makes it easy for an IT administrator to build packages to add specific software capabilities to SUSE Linux Enterprise Desktop that are important to the enterprise.

