

# SystemLink

## Net Services Software

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### SUCCESS STORY

**Net services software from Novell® helps SystemLink achieve its mission statement of reducing the total cost of ownership of its clients' enterprise networks.**

#### ABOUT SYSTEMLINK

Dedicated to addressing its customers' connectivity needs since 1989, SystemLink successfully delivers network integration solutions that encompass both products and services. With the goal of being the best source for networking needs in southern California, SystemLink implements and maintains networks for small accounts and Fortune 1000 companies that desire to reduce their IS infrastructures' total cost of ownership.

#### THE OPPORTUNITY

SystemLink strives to maintain long-term relationships with its clients by delivering superior service and the best possible solutions at competitive prices. After a history of successful engagements with SystemLink dating back to 1990, the Long Beach Unified School District called upon the network integrator once again

to help it migrate to a network server environment from its AS400 based system. "The school district needed to deploy 82 servers in a two and a half month period," explains Malcolm McColl, founder and president of SystemLink. "The district awarded us the project as a result of our many successes with them in the past."

#### SYSTEMLINK AND NOVELL SOLUTION

With the need to substantially grow its network in such a short period of time, Long Beach had to decide whether to deploy a Novell- or Microsoft-based network solution. "From an objective third-party perspective, it was pretty clear that Novell was the obvious choice," states McColl. "The Novell solution is stable, scalable, and based on an enterprise directory. That's critical to implementing and maintaining a network in a cost-effective manner."

Since the initial network server migration, SystemLink has helped Long Beach deploy and maintain a total of 183 NetWare® servers. "Long Beach has been really happy with the Novell servers," says McColl. "In the past 11 years that we've deployed network servers, NetWare has always been incredibly stable." Still, NetWare has



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only been one aspect of how SystemLink and Novell Net services software has helped California's third largest school district lower its network's total cost of ownership.

"Desktop management is one of the most costly areas in supporting networks," says McColl. "Prior to the Novell solution, we made regular monthly visits to fix lab workstations that had been tampered with by students. Using Net services software from Novell, we were able to lock down workstations so students couldn't accidentally or intentionally change things." McColl continues, "Now, we are able to remotely diagnose or fix anything that might have gone wrong with a workstation without having to send somebody out to the different sites. The Novell Solution has been huge time and money saver at Long Beach."

To enable the school district to help its students get the most out of classroom Internet usage, SystemLink turned to yet another Net services software solution from Novell. "If the Internet is the least bit slow, students begin to lose their focus and start goofing off, resulting in

chaos," McColl says. "Caching the sites can reduce Internet traffic by 2-1, providing the students better Web response, as well as delivering significant bandwidth savings.

Overall, it really enhances the instructional use of the Web."

## RESULTS

Whether its ZENworks<sup>®</sup> for Desktops, NetWare, or BorderManager<sup>®</sup> NDS<sup>™</sup>, or others, these Net services software based solutions from Novell have gone a long way in helping SystemLink establish a successful, long-lasting relationship with the Long Beach School District, as well as the network integrator's other clients. "Novell products help us meet our mission statement of reducing total cost of network ownership," says McColl. "Novell's superior directory and other solutions enable us to give our customers the confidence that we can go in, get the job done and leave them with a cost-effective system that will perform for years to come. That is the kind of relationship that our customers are looking for; get in, get out, and be there for post-support if needed."

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