

APPENDIX A : SURVEY RESULTS

1. Please indicate which **Linux-related technical support** services you have used directly from the following vendors in the last 12 months. *If you have not used any Linux-related technical support from a vendor, mark 'no support.'*

	Number of Respondents	Web-based	Number of Respondents	Phone-based	Number of Respondents	On-site	Number of Respondents	Community Forms	Number of Respondents	No Support
Novell	414	85%	281	58%	78	16%	199	41%	0	0%
Oracle	81	79%	49	48%	23	22%	34	33%	0	0%
Red Hat	148	83%	65	36%	22	12%	70	39%	0	0%

2. Please indicate the highest level of Linux-related technical support you have with each of the following vendors:

The following results are based on the number of respondents who have a technical support subscription with the following vendors:

Novell

Basic Subscription	156	34%
Standard Subscription	118	26%
Priority Subscription	11	2%
Premium Support	177	38%

Oracle

Unbreakable Linux Network	9	12%
Premier Support	24	31%
Unbreakable Linux Basic	5	6%
Advanced Customer Services	2	3%
Oracle On Demand	18	26%

Red Hat

Basic Subscription	65	49%
Standard Subscription	37	28%
Premium Subscription	19	14%
Tech Account Management	13	10%

The following results are based on the total number of respondents in the survey:

Novell

Basic Subscription	157	30%
Standard Subscription	120	23%
Priority Subscription	11	2%
Premium Support	177	33%
No Subscription	67	13%

Oracle

Unbreakable Linux Network	9	2%
Premier Support	26	5%
Unbreakable Linux Basic	5	1%
Advanced Customer Services	2	0%
Oracle On Demand	21	4%
No Subscription	448	84%

Red Hat

Basic Subscription	67	13%
Standard Subscription	40	8%
Premium Subscription	21	4%
Tech Account Management	13	2%
No Subscription	391	74%

3. How important are each of the following aspects of Linux-related technical support services to your organization?

<i>Novell Users (486 Respondents)</i>	Not at all Important										Extremely Important	Mean	Median
	0	1	2	3	4	5	6	7	8	9	10		
Ease of Access Tech. Support	0%	0%	0%	0%	1%	4%	3%	10%	23%	15%	42%	8.62	9.0
Speed of Resolution	0%	0%	0%	1%	1%	4%	3%	11%	22%	17%	39%	8.52	9.0
Effectiveness of Resolution	0%	0%	0%	0%	0%	2%	1%	4%	10%	19%	63%	9.26	10.0
<i>Oracle Users (103 Respondents)</i>	Not at all Important										Extremely Important	Mean	Median
	0	1	2	3	4	5	6	7	8	9	10		
Ease of Access Tech. Support	0%	0%	1%	0%	2%	4%	3%	17%	17%	15%	42%	8.51	9.0
Speed of Resolution	0%	1%	0%	0%	1%	6%	5%	4%	25%	19%	39%	8.55	9.0
Effectiveness of Resolution	0%	0%	0%	1%	0%	3%	2%	4%	10%	21%	59%	9.18	10.0
<i>Red Hat Users (179 Respondents)</i>	Not at all Important										Extremely Important	Mean	Median
	0	1	2	3	4	5	6	7	8	9	10		
Ease of Access Tech. Support	0%	1%	1%	1%	2%	4%	2%	13%	24%	14%	40%	8.50	9.0
Speed of Resolution	0%	1%	0%	1%	1%	6%	2%	7%	25%	20%	38%	8.55	9.0
Effectiveness of Resolution	0%	0%	0%	1%	0%	3%	2%	2%	12%	19%	62%	9.26	10.0
<i>Overall (532 Respondents)</i>	Not at all Important										Extremely Important	Mean	Median
	0	1	2	3	4	5	6	7	8	9	10		
Ease of Access Tech. Support	0%	0%	0%	0%	1%	4%	3%	10%	24%	15%	42%	8.2	9.0
Speed of Resolution	0%	0%	0%	1%	1%	4%	3%	10%	22%	19%	39%	8.55	9.0
Effectiveness of Resolution	0%	0%	0%	0%	0%	2%	1%	3%	10%	18%	63%	9.26	10.0

4. How satisfied are you with the overall **quality of service** you have received from the vendors below for Linux-related technical support services? Please consider the vendor's response time, effectiveness, expertise, and professionalism as you answer.

	Number of Respondents	Not at all Satisfied										Extremely Satisfied	Mean	Median
		0	1	2	3	4	5	6	7	8	9	10		
Novell	478	4%	2%	2%	4%	4%	7%	7%	14%	23%	16%	17%	7.09	8.0
Oracle	87	2%	3%	5%	5%	5%	9%	13%	22%	23%	7%	7%	6.34	7.0
Red Hat	149	1%	3%	3%	5%	5%	11%	14%	14%	22%	12%	9%	6.56	7.0

5. How satisfied are you with the overall level of **Linux knowledge and expertise** provided by the vendors below?

	Number of Respondents	Not at all Satisfied										Extremely Satisfied	Mean	Median
		0	1	2	3	4	5	6	7	8	9	10		
Novell	474	3%	1%	3%	1%	4%	5%	5%	15%	21%	21%	21%	7.51	8.0
Oracle	86	2%	1%	6%	5%	1%	13%	4%	21%	21%	17%	9%	6.80	7.0
Red Hat	153	1%	1%	3%	1%	4%	7%	8%	13%	21%	22%	18%	7.51	8.0

6. How satisfied are you with the **effectiveness of the Linux-related self-help or web-based support** from the vendors listed below?

	Number of Respondents	Not at all Satisfied										Extremely Satisfied	Mean	Median
		0	1	2	3	4	5	6	7	8	9	10		
Novell	405	3%	4%	3%	5%	5%	7%	9%	20%	18%	15%	12%	6.70	7.0
Oracle	76	4%	3%	1%	4%	8%	5%	9%	29%	20%	12%	2%	6.50	7.0
Red Hat	144	5%	3%	1%	2%	4%	13%	4%	22%	22%	12%	12%	6.72	7.0

7. How satisfied are you with the time it takes to reach a phone-based Linux support engineer at the vendors below when calling for Linux-related service?

	Number of Respondents	Not at all Satisfied 0	1	2	3	4	5	6	7	8	9	Extremely Satisfied 10	Mean	Median
Novell	274	4%	2%	2%	3%	2%	6%	7%	16%	17%	23%	19%	7.33	8.0
Oracle	43	12%	2%	5%	7%	2%	7%	9%	26%	14%	12%	5%	5.74	7.0
Red Hat	59	7%	2%	5%	5%	7%	15%	15%	2%	24%	10%	9%	6.00	6.0

8. How satisfied are you with the time taken to resolve Linux-related issues through phone-based support by the vendors below?

	Number of Respondents	Not at all Satisfied 0	1	2	3	4	5	6	7	8	9	Extremely Satisfied 10	Mean	Median
Novell	274	6%	2%	4%	3%	6%	6%	8%	12%	22%	16%	15%	6.74	8.0
Oracle	46	11%	4%	7%	2%	4%	4%	6%	28%	17%	11%	4%	5.80	7.0
Red Hat	56	7%	2%	2%	4%	7%	9%	9%	18%	18%	16%	9%	6.45	7.0

9. How satisfied are you with the availability of on-site Linux-related support either direct or through a partner from the vendors below?

	Number of Respondents	Not at all Satisfied 0	1	2	3	4	5	6	7	8	9	Extremely Satisfied 10	Mean	Median
Novell	74	3%	0%	1%	0%	5%	12%	5%	19%	20%	18%	16%	7.32	8.0
Oracle	25	8%	4%	0%	4%	8%	0%	16%	20%	12%	8%	20%	6.52	7.0
Red Hat	22	9%	0%	0%	5%	4%	14%	14%	9%	14%	23%	9%	6.50	7.0

10. How satisfied are you with the time taken to resolve Linux-related issues through on-site support by the vendors below?

	Number of Respondents	Not at all Satisfied 0	1	2	3	4	5	6	7	8	9	Extremely Satisfied 10	Mean	Median
Novell	71	7%	4%	0%	3%	4%	3%	13%	10%	28%	17%	11%	6.79	8.0
Oracle	20	15%	0%	0%	5%	0%	0%	0%	40%	25%	10%	5%	6.35	7.0
Red Hat	20	10%	5%	0%	5%	10%	20%	0%	15%	20%	15%	5%	5.95	7.0

11. How satisfied are you with the Linux-related support you receive through dedicated support resources provided by the vendors below? This includes any vendor support resources or personnel specifically assigned to your account.

	Number of Respondents	Not at all Satisfied 0	1	2	3	4	5	6	7	8	9	Extremely Satisfied 10	Mean	Median
Novell	158	4%	1%	3%	3%	3%	7%	9%	15%	21%	16%	17%	7.16	8.0
Oracle	15	0%	0%	20%	0%	20%	20%	0%	27%	0%	13%	0%	5.27	5.0
Red Hat	10	0%	0%	10%	0%	0%	10%	10%	10%	30%	10%	20%	7.30	8.0

12. How satisfied are you with how proactive each of the following vendors are in providing you with Linux-related support alerts, updates and patches?

	Number of Respondents	Not at all Satisfied 0	1	2	3	4	5	6	7	8	9	Extremely Satisfied 10	Mean	Median
Novell	466	2%	1%	2%	3%	4%	6%	8%	14%	23%	19%	18%	7.40	8.0
Oracle	91	1%	2%	4%	4%	4%	15%	20%	12%	19%	11%	7%	6.36	6.0
Red Hat	151	3%	1%	3%	2%	5%	11%	15%	10%	21%	16%	15%	7.01	8.0

13. How satisfied are you with how the vendors below support your Linux-based solutions in an environment of mixed platforms, open source and commercial software?

	Number of Respondents	Not at all Satisfied 0	1	2	3	4	5	6	7	8	9	Extremely Satisfied 10	Mean	Median
Novell	404	3%	2%	3%	4%	4%	9%	7%	14%	20%	18%	17%	7.10	8.0
Oracle	83	1%	5%	2%	4%	4%	8%	8%	18%	27%	17%	6%	6.78	7.0
Red Hat	131	2%	4%	2%	5%	2%	18%	10%	15%	16%	15%	10%	6.50	7.0

14. How confident are you that the following vendors will be able to **support and maintain their Linux distribution** long-term? This includes fixes, updates, etc.

	Number of Respondents	Not at all Satisfied 0	1	2	3	4	5	6	7	8	9	Extremely Satisfied 10	Mean	Median
Novell	494	2%	1%	2%	2%	3%	6%	4%	9%	19%	20%	31%	7.91	9.0
Oracle	147	5%	1%	5%	3%	6%	5%	8%	10%	21%	18%	18%	6.95	8.0
Red Hat	222	2%	1%	1%	3%	1%	7%	6%	10%	20%	22%	28%	7.90	8.5

15. Please indicate your geographical location.

	Number of Respondents	Novell Users	Number of Respondents	Oracle Users	Number of Respondents	Red Hat Users	Number of Respondents	Overall
Asia/Asia Pacific	27	6%	7	7%	8	5%	27	5%
Europe, Middle East or Africa	172	35%	28	27%	27	15%	173	33%
Central or South America	21	4%	10	10%	11	6%	28	5%
North America	266	55%	58	56%	133	74%	304	57%

16. Please indicate how you would categorize your organization's primary area of business. *Please mark only one.*

	Number of Respondents	Novell Users	Number of Respondents	Oracle Users	Number of Respondents	Red Hat Users	Number of Respondents	Overall
Communications	25	5%	6	6%	10	6%	29	6%
Distribution	13	3%	1	1%	4	2%	14	3%
Education	62	13%	12	12%	24	13%	70	13%
Energy	7	1%	2	2%	3	2%	9	2%
Financial Services	33	7%	8	8%	14	8%	36	7%
Healthcare	32	7%	6	6%	10	6%	34	6%
Manufacturing	46	10%	8	8%	19	11%	51	10%
Other	159	33%	36	35%	58	32%	175	33%
Services Business	109	22%	24	23%	37	21%	114	21%

17. How would you best characterize your organization's size? *Please mark only one.*

	Number of Respondents	Novell Users	Number of Respondents	Oracle Users	Number of Respondents	Red Hat Users	Number of Respondents	Overall
Less than 100 Employees	176	36%	26	25%	49	27%	187	35%
100 to 499 Employees	58	12%	15	15%	29	16%	68	13%
500 to 1,999 Employees	54	11%	16	16%	22	12%	63	12%
2,000 to 4,999 Employees	55	11%	13	13%	23	13%	59	11%
5,000 to 9,999 Employees	49	10%	10	10%	19	11%	52	10%
10,000 to 49,999 Employees	48	10%	10	10%	17	10%	52	10%
50,000 + Employees	46	10%	13	13%	20	11%	51	10%

Thank you for your participation.