



# **Service Excellence @ Novell: Taking Customer Service from Cost to Profit**

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# Service Excellence @ Novell: Taking Customer Service from Cost to Profit

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Ten years ago, Novell's customer service division was pleasing customers. But in a high-impact transformation, the division changed the way it handles customer care. Now it is no longer a cost center: it contributes significantly to Novell's profitability. From the executives to the front-line people, everyone changed the way they work, making Novell's customer service a major differentiator in the marketplace. A human story of best practices literally paying off.

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