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# Novell Achieves SCP Certification

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Novell's Global Support and Services organization has achieved certification under Support Center Practices (SCP) certification program, making it the first linux vendor to join the 200 world-class organizations that got this certification.

SCP Certification measures the effectiveness of customer support based upon a stringent set of performance standards and customer satisfaction, and represents best practices in the industry. Novell achieved this certification after an extensive audit of support capabilities.

[Full Story](#) [2].

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