

ZAPTHINK ZAPNOTE™

NOVELL

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Novell

URL: www.novell.com	Headquarters : Provo, UT
Founded: 1980	NASDAQ: NOVL

Product Summary: SOA Tools

With the recent acquisition of SilverStream, Novell is now a serious player in the SOA space. Novell *exteNd*, formerly SilverStream *eXtend*, is a visual integrated Services environment. ExteNd provides technology for XML integration to legacy systems, business process management, and advanced, Web-based applications. Features include personalization, content management, user management, and wireless device support. ExteNd offers functionality for creating J2EE and Web Services applications. ExteNd includes the following components:

- *exteNd Composer* Integration Server – enables connections to back-end legacy systems and the management of business processes through XML and Web Services.
- *exteNd Director* Interaction and Portal Server – allows developers to build dynamic business applications and information portals.
- *exteNd Application Server* and Web Services Engine – for building and deploying cross-platform applications on a J2EE and Web Services foundation. Also includes the *jBroker* Web Services and messaging platform.
- *exteNd Workbench* Integrated Development Environment – enables the design and deployment of J2EE and Web Services-based applications.

ExteNd is one component in Novell's one Net architecture solution. One Net combines *exteNd*, the *Nsure* secure identity management product, the *Nterprise* portal product, and *Ngage* professional services to offer its customers a complete SOA solution. The core of the one Net vision is the authenticated user, where the SOA provides the Services that the user is authorized to access.

ZapThink Take

Novell has been working out the details of its Service orientation strategy since before the acquisition of SilverStream in 2002, and the paint is still pretty wet on their one Net approach. Nevertheless, Novell has made good progress on assembling a rational approach to the market, and has the technical elements of a robust SOA solution. It is important to point

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out, though, that Novell's Ngage professional services arm (formerly Cambridge Technology Partners, which they acquired in 2001) is an integral part of how they expect their customers to build SOAs. Their software products alone, without the help of their consulting arm, do not provide a clear roadmap for Service-enabling the enterprise.

Product Summary: Novell eXtend Composer Process Manager

A newly reinvigorated Novell has come back from near-marginalization to produce a Service-Oriented Process solution aimed at helping businesses compose discrete Web Services into coarse-grained business Services. The solution, exteNd Composer, is part of the Novell exteNd suite of tools for the development and deployment of advanced business applications and Web Services.

Novell exteNd Composer is the integration component of the suite, and is generally tasked with integrating with a wide range of systems including mainframes, midrange and client servers, databases, EDI transactions, ERP systems and Web applications. One component of the solution is the Process Manager that snaps in to Novell exteNd Composer 4.1, enabling developers to define business process flows within the exteNd IDE. The exteNd Composer Process Manager offers visual tools and wizards for creating, deploying and managing sophisticated, long-running applications with support for system timeouts and retries. Using a visual environment, developers can link discrete Web Services together and specify data mappings between activities

Key Differentiators

- Heavily leverages UDDI and Novell's directory capabilities
- Interactive, animated environment for testing process flows
- Acquired SilverStream product line

ZapThink Take

Novell has recently reinvigorated its market positioning with a serious attempt to enter the SOA platform business, in part as a result of its acquisition of SilverStream. However, the company still has a long way to go in order to produce a Service-Oriented Process solution that can compete with the "big boys" as well as the hungry startups. Novell hasn't yet formally come out in support of any particular process flow language nor have they crafted a vision for how business process will drive their SOA strategy. So far, the business process aspect of their business is an afterthought. Hopefully, in future versions of the product, process will become as core to their solution as the directory is now.

Novell Services Summary: Ngage

Novell acquired its Ngage professional services arm when it purchased Cambridge Technology Partners in 2001. Novell now provides network business solutions, helping organizations solve complex business challenges. Network business solutions include software applications and consulting services, developed using open standards and Novell's network infrastructure products that support distributed network solutions. In addition, Novell's solutions include network management, messaging and collaboration capabilities integrated through its directory services. Novell also has training, service and support, as well as consulting groups that support its business solutions by providing worldwide technical support, consulting, education, developer and distribution channel programs.

Novell leverages the CORBA experience from its Cambridge Technology Partners days and its identity management and tools software when building SOAs for its customers. Customers don't typically ask for SOAs, but rather have problems that SOAs can solve. In particular, Novell is getting good traction offering identity management solutions that lead to SOA engagements.

Key Differentiator

- SOA consulting coupled with identity management solutions

ZapThink Take

Whenever a technology company has a software arm as well as a professional services arm, there is always the concern that the consultants will favor the company's software products even when a competitor's are better able to meet the customer's needs. Novell, however, has apparently managed to address this concern by maintaining the independence of its consultants from the software side of the business. Ngage consultants focus on solutions where Novell's software might be appropriate, but they also offer a range of solutions where other vendors' products might be a better fit. Nevertheless, Novell is well-positioned to leverage its expertise in identity management solutions to build their SOA efforts.

Related Research

- *SOA Tools & Best Practices* Report (ZTR-WS107)
- *Service-Oriented Process* Report (ZTR-WS108)
- *SOA Consulting* Report (ZTR-WS109)

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About ZapThink, LLC

ZapThink is an IT market intelligence firm that provides trusted advice and critical insight into XML, Web Services, and Service Orientation. We provide our target audience of IT vendors, service providers and end-users a clear roadmap for standards-based, loosely coupled distributed computing – a vision of IT meeting the needs of the agile business.

ZapThink's role is to help companies understand these IT products and services in the context of SOAs and the vision of Service Orientation. ZapThink provides market intelligence to IT vendors who offer XML and Web Services-based products to help them understand their competitive landscape and how to communicate their value proposition to their customers within the context of Service Orientation, and lay out their product roadmaps for the coming wave of Service Orientation. ZapThink also provides implementation intelligence to IT users who are seeking guidance and clarity into how to assemble the available products and services into a coherent roadmap to Service Orientation. Finally, ZapThink provides demand intelligence to IT vendors and service providers who must understand the needs of IT users as they follow the roadmap to Service Orientation.

ZapThink's senior analysts are widely regarded as the 'go to analysts' for XML, Web Services, and SOAs by vendors, end-users, and the press. They are in great demand as speakers, and have presented at conferences and industry events around the world. They are among the most quoted industry analysts in the IT industry.

ZapThink was founded in October 2000 and is headquartered in Waltham, Massachusetts. Its customers include Global 1000 firms, public sector organizations around the world, and many emerging businesses. ZapThink Analysts have years of experience in IT as well as research and analysis. Its analysts have previously been with such firms as IDC and ChannelWave, and have sat on the working group committees for standards bodies such as RosettaNet, UDDI, CPExchange, ebXML, EIDX, and CompTIA.

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