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Novell, Inc. was a leading American software and services company that operated from 1980 to 2014. The company was best known for its multi-platform network operating system, Novell NetWare, which played a significant role in the emergence of local area networks and changed the computing landscape worldwide. Novell Data Systems Inc was a computer systems company formed in August 1980 in Orem Utah by George Canova and Jack Davis two experienced computer industry executives. The name 'Novell' came from Canova's wife who thought it meant new in french but actually referred to the masculine nouveau or feminine nouvelle. Safeguard Sciences provided over \$2 million in seed funding and became majority owners of Novell Data Systems with Canova owning a significant portion of the company. The company started growing rapidly by mid 1981 selling two products the Nexus Series microcomputer and Image 800 dot matrix printer based on Zilog Z80 microprocessor and CP/M operating system but struggled to compete in the increasingly crowded market with revenue minimal but expenses tremendous. They created a multiplayer video game called Snipes. Heavy costs continued at Novell Data Systems in the first quarter of 1982, leading to management changes and layoffs. Canova was let go, and Jack Messman took over as president, convinced that SuperSet's networking technology was valuable after seeing it used on different personal computers. Poor performance at Novell Data Systems led to significant losses for Safeguard Sciences in April 1982, putting pressure on the company's stock price. However, interest in computer-linking technology continued to grow, and Novell started focusing on both hardware and software products. Despite efforts, the dual emphasis had troubled results, resulting in another round of layoffs in July 1982, reducing staff from 50 to 30. Safeguard reported a \$3.4 million loss due to the switch from hardware to software at Novell Data Systems. Throughout 1982, there were further management changes, with Major and others continuing to support Novell through SuperSet Software. Despite struggles, Novell had a presence at COMDEX in Las Vegas in November 1982, catching Ray Noorda's attention. Novell's "shark's teeth" logo was introduced in the late 1980s, and the company was incorporated as Novell, Inc. on January 25, 1983. Noorda took over as president and CEO in April 1983, with a reputation for turning around struggling companies. Messman remained chairman of the board, representing Safeguard Sciences' interests, which still owned majority shares in the new company. Novell started with around 15 employees and emphasized the file server product, later introducing its significant product, Novell NetWare. Barry Rubenstein and Fred Dolan from Prescott, Ball and Doar came up with the idea of a merger offering to Safeguard shareholders. In January 1983, Safeguard Sciences made an offer to buy out Novell, Inc. for its own shareholders at \$2.50 per share. This sale brought in over \$5 million in cash and reduced their ownership in Novell from 51% to 24%. Novell became known as an over-the-counter stock. Novell's first product was the Novell 300, a 30 processor using a star topology, which initially had no memory, but was later expanded to 128K of memory. It was compatible with Novell ShareNet by April 1983. However, realizing that making a proprietary solution was disadvantageous, Novell looked to the IBM PC as an alternative platform and ported their network operating system (NOS) to run on it. The company then focused on centralized file and print services, and by March 1984, Novell was announcing third-party products that worked with NetWare. With the emergence of the IBM PC and applications such as VisiCalc showing what microcomputers could do for businesses, there was an immediate demand for local area networking. Novell's timing was spot on, allowing them to find entryways into individual departments or regional facilities. NetWare was known for being very fast in operation, partly due to its design of running at kernel level ring 0 without regard for separate or protected address spaces. It also excelled with respect to computer security considerations, supporting user- and group-based roles and volume- and file-level access restrictions, making it attractive to systems administrators. Novell's NetWare operating system played a crucial role in transforming PC-based local area networks from novelty to powerful and reliable network services. By introducing its own Ethernet-based network adapter cards, including the NE1000 and NE2000, Novell expanded its market presence and established itself as a significant player in the industry. The acquisition of Excelan in 1989 further solidified Novell's position in areas such as smart Ethernet cards and commercialization of Internet protocol TCP/IP. This move combined Novell's annual revenue with Excelan's, resulting in a substantial increase in their market presence. A key software introduction came with the release of NetWare 386, also known as NetWare 3.0, which provided more modern architectural qualities and new capabilities in conjunction with the Intel 386 processor. This version maintained its character as a dedicated network operating system while introducing dynamic loading and unloading drivers and supporting interactions with Apple's Macintosh computers and Unix-based workstations. NetWare 3 supported networking with database products from companies such as Oracle Corporation and Sybase, allowing NetWare to expand upon file and print sharing towards accessing business-critical data within companies. This made it a significant rewrite of the product and established NetWare 3 as a powerful and reliable network service. By the early 1990s, Novell held a dominant position in the network operating system (NOS) market for businesses. Despite competition from companies like Corpix Systems and Banyan Systems, none managed to significantly dent Novell's lead. Microsoft and IBM also attempted to challenge Novell but failed miserably. Between 1988 and 1992, Novell's revenue skyrocketed almost threefold to \$933 million annually, with roughly half coming from North America and the other half from overseas. The company's earnings also rose to \$249 million per year. During this period, Novell's stock price surged twelvefold. With its market dominance, Novell began acquiring and developing services based on its NetWare operating platform. However, the company was diversifying, targeting large corporations and wide area networks rather than smaller users. In 1991, Novell formed a marketing and development alliance with IBM to further this strategy. Despite later attempting to refocus on small businesses, Novell's focus remained on larger corporate clients. By early 1985, Novell had expanded rapidly but was still relatively unknown, earning it the nickname "the most misunderstood company in the world." Noorda's Leadership and Vision Led Novell's Success. Novell's growth was largely due to the vision of its founder, Noorda, who is often referred to as the "Father of Network Computing." His leadership and industry vision played a crucial role in shaping the company's path. The press credited Noorda with forging the path for network computing from the early years of Novell's success. The company reflected aspects of Noorda's personal background, such as his Mormon faith, which brought about a strong "Mormon work ethic." This was evident in the company culture, where employees were known for being hard-working but soft-drinking. Noorda himself was famous for his frugal ways and worked from a plain, small office. In 1989, senior executives Craig Burton and Judith Clarke left Novell, which raised concerns about Noorda's succession plan. However, in April 1990, Novell announced a merger with Lotus Development Corporation, but it collapsed later due to disagreements over the terms of the deal. Despite this setback, NetWare continued to grow rapidly, with a roughly two-thirds share of the market for network operating systems. By 1993, there were over half a million NetWare-based networks installed worldwide, and 55 million users on those networks. The company's employee base had grown from 15 to 4,335 during this period. Novell's growth was also attributed to its unique sales strategy, which focused on selling the product through a broad channel of 13,000 value-added resellers rather than hiring a large sales force. These resellers provided network education, installation, and maintenance services, including companies like CompUSA and Andersen Consulting. Novell's strategy to establish Authorized Education Centers and credentialization programs helped expand its reach, with certified engineers training others. The company's partnering approach was successful in overseas markets, such as Japan, where Novell set up a subsidiary, and South America and Eastern Europe, where it established authorized distributors. Under Ray Noorda's leadership, Novell provided upgrades to resellers and customers at a reduced cost, creating a gray market that allowed NetWare resellers to sell upgrades as newly purchased versions. This strategy helped fund the Novell's Software Support Technicians. Before its eventual collapse, Novell played a key role in keeping the Federal Trade Commission's investigation into Microsoft alive. Between 1991 and 1994, Novell's CEO, Noorda, led a series of major acquisitions: Digital Research Inc., Unix Systems Laboratories, Series Corp., WordPerfect Corporation, and Quattro Pro from Borland. These purchases aimed to create competition with Microsoft in various areas, such as operating systems and productivity software. By September 1993, the rivalry between Novell and Microsoft had become notorious, with BusinessWeek describing it as one of the "hottest" in the industry. Novorda announced his departure from the CEO position due to health concerns and memory lapses in November 1993. Robert Frankenberg was appointed as the new CEO in April 1994, while Noorda remained as chairman of the board. Despite initial struggles with the USL acquisition and questions surrounding the WordPerfect deal, Frankenberg expressed enthusiasm about the potential for networked applications. The WordPerfect and Quattro Pro acquisitions were completed in June 1994, making Novell the third-largest software company in the world at that time. Noorda returned from the chairman position and left Novell completely in November 1994, while Frankenberg took over as both CEO and chairman. Novell continued developing the Corsair project until 1994, at which point it had become a project within Novell's advanced technology group. By then, they wanted to create a desktop metaphor with internet connectivity and began researching ways to make network access easier for users. However, they were unhappy with Unix-based systems, citing issues such as high hardware costs and licensing fees. Instead, they believed Linux would be the best option, and started working on integrating it into their systems. They also looked into other technologies, including IPX networking and Wine compatibility layer for Windows. In 1993, Digital Research's FlexOS had been licensed to IBM and was used in some of Novell's in-house projects. However, this license was sold off to Integrated Systems, Inc. for \$3 million. Novell also pursued the development of "pervasive computing," a vision where their software would connect billions of devices by 2000. This goal aligns with the company's efforts to create a network of common devices running Novell software, linked together using various service components. As part of its reorganization, Novell abandoned its Corsair desktop project and transferred some components to Caldera, another startup funded by Noorda's technology investment firm. In 1996, Novell sold off many of their remaining Digital Research assets, including DOS and GEM, for \$400,000 in cash plus royalties. Novell also made a significant purchase in 1992, buying Unix System Laboratories from AT&T Corporation. This move aimed to help Novell compete with Microsoft's Windows NT server, which was set to include networking as a built-in feature. Although Unix had attractive characteristics, such as its ability as an application server and lack of vendor lock-in, it still presented obstacles for widespread adoption. Novell acquired rights to Unix SVR4 source base and UnixWare operating system. They turned Unix brand name and specification over to X/Open industry consortium. Novell created Unix Systems Group, which absorbed Univel venture, keeping most USL employees in New Jersey facility. The group released UnixWare 1.1 in 1994 with TCP/IP, NetWare client, and Merge functionality for DOS and Windows applications. In 1995, they released UnixWare 2.0, offering improved installation, ease-of-use, and multiple processor support. Novell planned to develop "SuperNOS" - a microkernel-based network operating system combining NetWare and UnixWare technologies. SuperNOS aimed to provide strengths of both, run existing NLMs and Unix executables, and compete with Windows NT. It would operate across distributed servers, offer object-oriented programming, and run NLMs in kernel space for maximum throughput. The project was about one-third completed by mid-1995, with 1997 seen as a customer release date, involving over 60 engineers mostly from UnixWare and Chorus sides. The ongoing conflicts within Novell reflected deep cultural and political divides between its San Jose and Utah camps, particularly with regards to Unix support. The decision to acquire Unix in 1994 was seen as a way for Novell to bolster its presence in the Unix market, but it ultimately failed to achieve significant gains. By the end of 1995, only about 5% of Novell's revenue came from its Unix Systems Group, and even fewer Certified NetWare Engineers became involved with UnixWare. Another goal, to unite different Unix vendors under one umbrella, also fell short. As a result, by late summer in 1995, Novell began searching for ways to exit the Unix business. This search led them to sell UnixWare to SCO in September 1995, along with a licensing agreement with Hewlett-Packard. The deal included SCO merging UnixWare with its OpenServer and adding NetWare services to the new product called Gemini, while HP would integrate NetWare code into their own Unix system, HP-UX. Despite initial optimism about a next-generation, 64-bit Unix from SCO and HP, Novell's SuperNOS initiative was abandoned and the three-way deal began showing signs of strain by December 1995. Novell's AppWare initiative aimed to create scalable, distributed computing solutions for enterprise applications. The company acquired Series Corp., which developed a graphical programming language for constructing applications by connecting icons representing objects and their commands. Novell also purchased Software Transformations Inc.'s cross-platform object code library, which enabled the porting of conventional programs to various platforms. The combined technologies were renamed AppWare, with three main components: AppWare Visual, AppBuilder, AppWare Loadable Modules, and AppWare Foundation. Novell's strategy focused on NetWare, UnixWare, and AppWare to support distributed computing needs. However, the AppWare plans began to falter when Novell announced the sale of the Appware Foundation product in September 1994. Despite continued development of VisualAppBuilder and release of new loadable modules, the initiative ultimately failed. In March 1996, Novell sold its rights to the WordPerfect technology to Network Multimedia Inc., a company led by Ed Flanagan, former director of AppWare marketing. The deal included a license for Novell to use the WordPerfect technology in its products, as well as the right to sell WordPerfect products. The deal closed steadily in value [111][112]. The merger, and acquisition from Borland, both closed on June 24, 1994 (with the public announcement being made on June 27)[66]. Because the price for WordPerfect was measured in Novell stock, when the deal closed the cost of WordPerfect had become \$655 million [113]. Work on the acquired products was organized into the company's Application Group [66]. Both before and after the acquisition, there were substantial layoffs of WordPerfect staff [114] at the peak right after the acquisition closed, Novell's employee count was around 10,150 [115]. Novell's corporate address was shifted to WordPerfect's Orem location for a while [93]. The market for standalone word processors and spreadsheets was expanding to that of office suites, where Microsoft Office had an early lead in marketshare [116]. To compete, Novell released PerfectOffice 3.0 in December 1994, [116] which integrated various products, including WordPerfect and Quattro Pro into a comprehensive office suite. The product surpassed sales expectations and gained significant user base, especially with its professional edition featuring AppWare and Borland's Paradox database [117]. However, industry analysts believed that PerfectOffice arrived too late to challenge Microsoft Office's dominance in the market [116]. WordPerfect played a crucial role in Novell's future strategy, incorporating OpenDoc and IBM System Object Model technology into its products. Novell's Attempt to Compete with Microsoft Fails Novell struggled after acquiring WordPerfect, selling its personal productivity products line for \$186 million. The company's decision to sell was due to the dominance of office suites like Microsoft Office and WordPerfect being less strategic. Novell suffered significant losses, including a net loss of \$3 million in 1993, largely due to write-offs for the acquisitions. The Noorda-era acquisitions were short-lived, and the business press criticized the attempt to compete head-on with Microsoft. The sale to Corel was completed in March 1996, marking the end of Novell's struggle to compete in the market. Novell's strategic shift began when it replaced its old Bindery server and user management technology, which was crucial to staying relevant in the market. At that time, Novell had an edge over Microsoft due to Active Directory not being available yet. Following the demise of UnixWare, Novell focused on major upgrades to its core NetWare-based network operating system. 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By 1997, Windows NT had surpassed NetWare in new network operating system installations, with Unix and Linux also making gains. To address the crisis, Eric Schmidt, Novell's CEO from 1997 to 2001, implemented cost-cutting measures, including layoffs and halting shipments to resellers due to high unsold inventory levels. Despite efforts to recommit to Provo, Utah, Novell's decline accelerated under Schmidt's leadership, with sales and share price plummeting. Analysts attributed the company's demise to its mismanaged channel strategy and poor relationships. Novell's resellers dropped NetWare due to fear of litigation from 1998 to 2001, causing the company to lose its dominant market position. Microsoft out-marketed Novell by selling directly to corporate executives and positioning Windows 2000 as superior to NetWare in features like Group Policy and GUI. As a result, Novell's revenue plummeted, and the company focused on net services and platform interoperability. 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In July 2002, Novell acquired SilverStream Software for its web services-oriented applications. Renamed to extND, the platform comprised XML and web services tools based on Java EE. Novell was going through restructuring, but it wasn't progressing as fast as expected due to poor direction and management. In June 2006, the CEO Jack Messman and CFO Joseph Tibbett were let go, with Ronald Hovsepian becoming the new CEO. Novell released SUSE Linux Enterprise 10 (SLE 10) in August 2006, which featured virtualization capabilities based on Xen and a user-friendly GUI. The release was marketed as "Your Linux is Ready," emphasizing that Novell's Linux offerings were ready for enterprises. Novell also introduced "SUSE Linux Enterprise Real Time" (SLERT), a real-time version of SLES, in September 2006. However, the company became involved in several disputes, including the SCO-Linux case, which revolved around asset-transfer agreements between Novell and The SCO Group. 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