# SUITE . . . AND SOUR

Application suite market share, based on unit shipments

- Microsoft Office
- Novell PerfectOffice
- Lotus SmartSuite

December 1994

11% 8% 81%
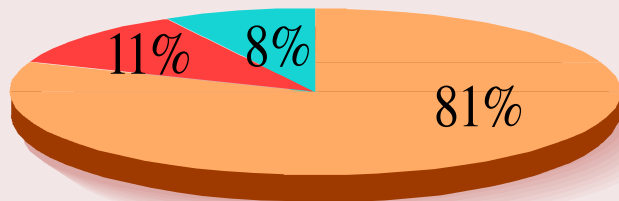
January 1995

20% 5% 75%
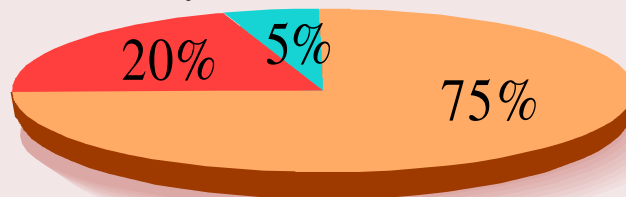
Source: PC Data

User-reported problems with Novell tech support:

▶ Support phones occasionally go unanswered.

▶ Phone support for some applications weak or non-existent— users are faxed copies of manual pages.

▶ Restricted availability of IT training at Novell for these companion applications.

▶ Support staff members inexperienced.