OpenNebula

OpenNebula Subscription

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An annual OpenNebula subscription opens the gate to **stability** and **excellence** within your OpenNebula infrastructure. First, OpenNebula subscribers gain access to the enterprise repository with the **Enterprise Edition** of OpenNebula and **Enterprise Tools**, as well as the Enterprise Portal with exclusive **Knowledge Base** contents. On top of this, Standard and Premium Plans provide the assurance of having the support of OpenNebula experts, **under SLA guidelines**, backing your solution.

Based on your support needs, we offer three types of **enterprise subscriptions**:
- **Elemental** is a subscription plan for organizations that do not need enterprise SLA-based support to operate test, development, and non-critical deployments.
- **Standard** and **Premium** are subscription plans for organizations that require enterprise support with 9/5 or 24/7 SLA to operate a cloud for production services.

		Elemental	Standard	Premium
OPENNEBULA ENTERPRISE SOFTWARE	Enterprise Repository	✓	✓	✓
	Enterprise Edition with Upgrade Path	✓	✓	✓
	Regular Updates and LTS Releases	✓	✓	✓
	Enterprise Tools	✓	✓	✓
	Bits-only License for Staging Environment		✓	✓
	Workarounds and Hot Fixes		✓	✓
	Product Influence			✓
OPENNEBULA ENTERPRISE SUPPORT	Enterprise Portal	✓	✓	✓
	Critical Issue Notifications	✓	✓	✓
	Knowledge Base	✓	✓	✓
	Privacy and Security		✓	✓
	Expert SLA-based Support		9-to-5	24/7
	Remote Access (via ssh)			✓
	Supervised Upgrade Assistance			✓
ACCESS TO OPENNEBULA SUBSCRIPTION ADD-ONS *	Hosted Cloud Support		99.9% (Uptime SLA)	99.9% (Uptime SLA)
	Managed Cloud Support		99.9% (Uptime SLA)	99.9% (Uptime SLA)
	Telco NFV/Edge Integrated Platform		✓	✓
	Mission Critical Support			✓
	Live Support and Extended Life Support			✓
ACCESS TO OPENNEBULA SUBSCRIPTION SERVICES*	Fund a Feature Program and Training		✓	✓
	Cloud Deployment and Upgrade		✓	✓
	Consulting and Engineering		✓	✓
	Technical Account Management (TAM)		✓	✓
LEGAL PROTECTION	OpenNebula Powered Logo		✓	✓
	Indemnification & Licensing Flexibility		✓	✓

(*) Subject to purchase and agreement of appropriate add-ons or services.

Levels of Enterprise Support

Enterprise Support is available at Standard and Premium levels.

		Elemental	Standard	Premium
RESPONSE TIMES	Severity 1	-	Urgent (2 business hours)	Urgent (2 hours)
	Severity 2	-	High (4 business hours)	High (4 hours)
	Severity 3	-	Normal (1 business day)	Normal (1 business day)
	Severity 4	-	Low (2 business days)	Low (2 business days)
FEATURES	Tickets, VM, Cores, Memory	-	Unlimited	Unlimited
	Enterprise Support Channel	None	Enterprise Portal	Enterprise Portal
	Enterprise SLA-based Support	-	9-to-5 (CET and EST)	24/7 (Sev 1 and 2)
	Number of Named Accounts	-	2	4

(*) Basic support is no longer available. If you still have a Basic contract, your SLA remains at 2 business days for web support until its expiration date.

Pricing for Subscription Plans

The subscription pricing model is composed of two components: the type of Front-end deployment and number of the managed nodes. The combination of these two components forms a subscription price.

		Elemental	Standard	Premium
A. CLOUD FRONT-END	**Single Master Node**	**€3.000 ($3,750)**	**€7.000 ($8,750)**	**€11.000 ($13,750)**
	Add-on*: High Availability	€1.500 ($1,875)	€3.500 ($4,375)	€5.500 ($6,875)
B. CLOUD INFRASTRUCTURE	**Managed Node*** (KVM | ESX)	€300 ($375)	€700 ($875)	€1.100 ($1,375)
	Pack 10 Managed Nodes* (KVM | ESX)	€2.400 ($3,000)	€5.600 ($7,000)	€8.800 ($11,000)

(*) Subscription **add-on** for highly available cluster consisting of three nodes for OpenNebula core services using its built-in consensus protocol.

(*) A **managed node** is a physical server, on-premises or hosted, a bare-metal cloud instance (AWS and Equinix), or a Virtual Machine cloud instance (AWS), with any number of CPU sockets, cores, and memory size.

More information about Subscription Plans

- **The subscription period is one year** and gives access to the broad infrastructure of enterprise-class software and support.

- In a cloud instance, each managed host needs a valid subscription and all nodes must have **the same subscription level**.

- Downgrades from a higher level to a lower level of subscription are not possible during the **annual term**.

Large-scale Infrastructures

Special prices are applicable for larger infrastructures with more than 50 nodes within the same location. The maximum number of servers that can be managed within a single Front-end (zone) strongly depends on the performance and scalability of the underlying platform infrastructure. The scalability of OpenNebula has been thoroughly tested with 10,000 VMs on 2,500 servers.

Heterogeneous OpenNebula Instances

When a single OpenNebula instance runs **different types of hypervisors**, the cost of an extra Front-end, with a 50% discount, is applied for each additional type of hypervisor.

Multiple OpenNebula Instances

A progressive discount is applied for **additional instances and federated environments** under the same administration domain.

Discounts

OpenNebula Systems applies **discounts for multi-year terms**, for Education, Government and Non-Profit institutions, and for participation in the Customer Reference Program.

Scope of Enterprise Support (I)

Supported Infrastructure Environments

Enterprise support is provided exclusively for the certified versions of the infrastructure components described in the Release Notes of OpenNebula. These combinations of components have been through the complete OpenNebula Quality Assurance and Certification processes, and have been tested together to ensure that these various software pieces work bug-free as a whole.

Supported OpenNebula Distributions

OpenNebula Systems provides commercial support exclusively for product versions available from the enterprise repository. OpenNebula Systems releases regular maintenance versions with minor features and bug fixes, as well as LTS versions to reduce the risk, expense, and disruption of software deployment. We recommend to keep your OpenNebula version up to date to increase stability by running the latest bug fixes and performance improvements. STS (Short Term Support) versions are maintained and technically supported for a period of 7 months and LTS (Long Term Support) versions are maintained and technically supported for a period of at least 27 months.

Enterprise Edition software packages are distributed under a commercial license. Redistributing these packages to a third party or using any of the subscription services for the benefit of a third party is a material breach of the agreement.

What Support Includes

Commercial Support Subscriptions provide expert integration and production support on supported platforms and include:

✔ Problem diagnosis, resolution, and bug fixing

✔ Solving unexpected problems when using, installing, or configuring the software

✔ Guidance on tuning for optimal and scalable performance in your environment

✔ Answering "how to" questions related to standard and intended product usage

✔ Offering hints about how to get around missing features

✔ Answering questions about product adaptation and integration

Customers with an active subscription can rebrand the OpenNebula graphical interface to include their company logo or use the OpenNebula Powered logo to help users quickly identify cloud infrastructures that are powered by OpenNebula and supported by OpenNebula Systems.

Scope of Enterprise Support (II)

What Support Excludes

Support excludes:

✔ Modified software and code not distributed as part of an official product distribution

✔ Releases not available on OpenNebula Websites

✔ Technology preview features and unsupported platforms

✔ Third-party drivers

✔ System design and training

✔ Issues arising from non-standard usage of the product

✔ On-site services, remote access services, and development services, but in those cases stated in the benefits

OpenNebula support plans provide commercial support for OpenNebula and the hypervisor nodes, but not for the hardware devices and the rest of software components and platform services needed to build a cloud.

The supported components in the hypervisor nodes should be used exclusively as part of an OpenNebula cloud. OpenNebula Systems cannot provide the immediate minor enhancements and hot fixes for those supported components that it provides for OpenNebula.

Because OpenNebula leverages the functionality exposed by the underlying platform services, its functionality and performance may be affected by the limitations imposed by those components. Contact us if you are interested in having support for other components in the cloud infrastructure stack and not only for the OpenNebula orchestrator.

Support Case Priority Definitions

● A **Severity 1** problem represents a **catastrophic problem in production systems** that is determined to be a Product Error. Examples include a complete loss of service, production systems that are crashed, or a production system that hangs indefinitely. System cannot continue essential operations.

● A **Severity 2** problem represents a **high-impact problem in production systems** that is determined to be a Product Error. Essential operations are seriously disrupted.

● A **Severity 3** problem represents a **lower impact problem on a production system** that is determined to be a Product Error. The problem involves a partial or limited loss of non-critical functionality, or some other problem involving no loss in functionality. System can continue essential operations.

● A **Severity 4** problem represents a **general usage, installation, or configuration question**, or any problem due to configuration changes in production systems (Technical Assistance). This level also includes questions about integration (Integration Assistance) and all problems on non-production systems, such as test and development systems, and feature requests (Feature Enhancement).

Supported Cloud Front-end Deployment

Single Master Node

This is the default installation for the OpenNebula Front-end that requires a single node—a physical server or VM—devoted to running all cloud management services.

High Availability Cluster - Add-on

OpenNebula uses a distributed consensus protocol to provide fault-tolerance and state consistency across OpenNebula services. OpenNebula subscriptions optionally provide an extension for setting up and operating a highly available cluster consisting of three nodes for OpenNebula core services using this built-in protocol.

Supported Cloud Infrastructure

Edge Clusters

OpenNebula brings its own cluster configuration that is based on solid open source storage and networking technologies, and is a much simpler approach than those of customized cloud architectures made of more complex, general-purpose and separate infrastructure components. It can be deployed on-demand on virtual or bare-metal resources both on-premises and on your choice of public cloud or edge provider. We provide expert guidance with any issue or incident arising during the automatic deployment, configuration, and operation of the virtualization, network, and storage software systems required to work with OpenNebula according to the Edge Cloud Architecture. This produces a **single vendor experience because the complete cloud stack is fully supported and optionally managed by OpenNebula Systems.** This support does not include any architectural changes to the cloud, the installation of software other than that needed to maintain the Edge Cloud Architecture, or the installation of additional components.

Customized Clusters

OpenNebula is certified to work on top of multiple combinations of hypervisors, storage and networking technologies. The clusters can be deployed on-premises or on your choice of bare-metal cloud or hosting provider. While we support OpenNebula and the managed hypervisor hosts (KVM), and can troubleshoot the cloud infrastructure as a whole, please be aware that you might need to seek commercial support from third-party vendors for the rest of components in your cloud stack. Regarding the managed hosts, we provide expert guidance for any issue or incident arising during the installation, configuration, and operation of the software running in the virtualization nodes of the infrastructure required to work with OpenNebula, namely the operating system (Ubuntu/AlmaLinux), the hypervisor (libvirt/KVM), and the networking tools (VXLAN/VLAN 802.1Q). Any bug discovered in the kernel or Linux packages while resolving a customer support request, if there is no existing bug fix, is reported to the affected upstream component. OpenNebula Systems follows-up its resolution and a workaround may be provided.

Support Extensions

The OpenNebula Subscription Add-ons expand the scope of the supported software components and the level of support. *(See individual Add-on Guides for more details)*

OpenNebula Hosted and Managed Services for Edge Clusters - Add-on

Our OpenNebula Hosted and Managed Cloud Services are offered as an extension of the OpenNebula Subscription. You can avoid having to deal with management, maintenance, or future upgrade costs for your associated infrastructure and services and let OpenNebula Systems operate your OpenNebula cloud under a financially-backed Service Level Agreement of 99.9%. This provides the option to manage the cloud on your servers, at your location, or on physical resources from our bare-metal cloud partners, like Equinix Metal or AWS.

Telco NFV/Edge Integrated Platform Support - Add-on

OpenNebula's NFV/Edge Integrated Platform enables the modernization of Telco's existing networks, helps simplify network operations, deploys 5G networks quickly, and adopts open frameworks, such as Open RAN, while navigating the disaggregation of their resources. The integrated platform includes OpenNebula with built-in KVM as hypervisor, Prometheus for monitoring, Restic for backup, and Open vSwitch for networking, all on embedded Red Hat Enterprise Linux (RHEL). The NFV/Edge Integrated Platform Add-on extends the OpenNebula Software Subscription benefits to these built-in software components in the **NFV/Edge Integrated Platform** and adds official RHEL support backed by Red Hat.

Mission Critical Support - Add-on

The Mission Critical Support Add-on is the **highest level of support available from OpenNebula** and includes mission-critical SLA, live support, senior-level technical assistance, premium upgrade assistance, additional licensing/support for a staging (pre-production) environment, and extended life support. This extension is available for Cloud/Edge, NFV/Edge, and Telco Cloud environments.

Professional Services

Support Subscribers can take advantage of Professional Services designed to simplify cloud design, deployment, operation, and management. Our OpenNebula Systems experts help customers springboard their productivity, speed up time to deployment, and reduce business and technical risks through professional assistance. Pricing depends on the scope of the service, and the size, heterogeneity, and complexity of the infrastructure. *(See individual Professional Service Guides for more details)*

- **Fund a Feature**: Contribute to and drive the development and direction of the OpenNebula roadmap. All new code must be contributed upstream under Apache 2.0 license into the next OpenNebula release. There are no custom distributions.

- **Training**: Take part in our public or private training classes conducted by the authorities on OpenNebula.

- **Cloud Deployment**: The Cloud Deployment service focuses on designing, planning, and deploying your OpenNebula cloud on your premises or in a hosted environment. From start to finish, the OpenNebula experts will lead the way.

- **Cloud Upgrade**: Our professionals will assess, upgrade, and validate your cloud instance in a streamlined process that minimizes errors and downtime, and maximizes stability.

- **Consulting and Engineering**: Whenever you need assistance, get the expert help from our OpenNebula professionals—from best practices across evaluation, design, and operation of your cloud architectures, to the optimal configuration and customization of OpenNebula to fit your solution needs.

- **Technical Account Managers (TAMs)**: Technical advisors for customers and partners seeking help with planning, deploying, and supporting their OpenNebula cloud successfully.
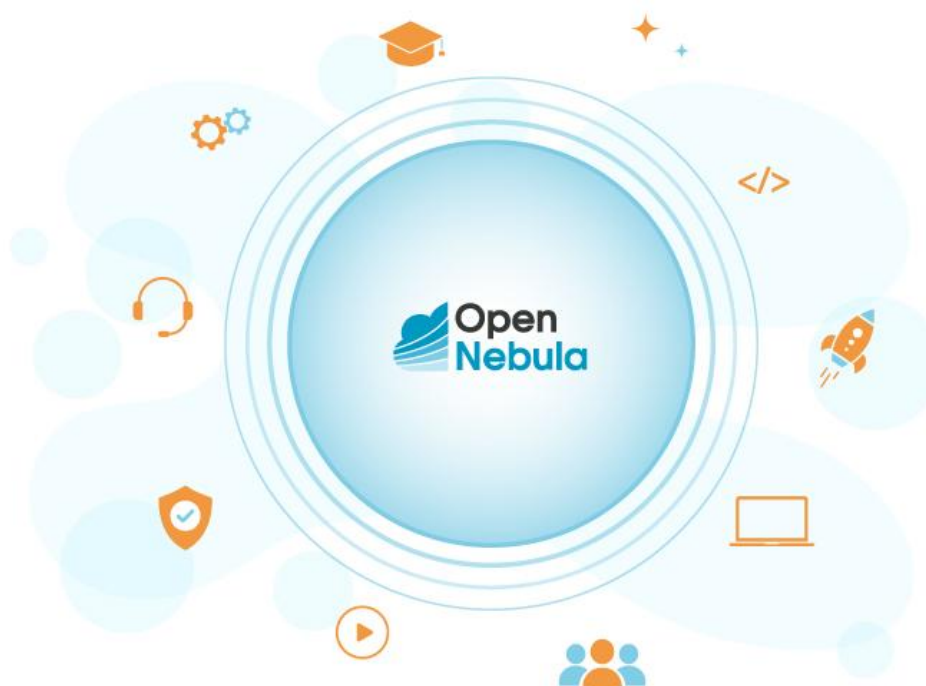
Description of Benefits (I)

✔ **Enterprise Edition:** The Enterprise Edition of OpenNebula is a tested, hardened, and production-ready version of the OpenNebula Community Edition that incorporates additional bug fixes and software patches with minor enhancements.

✔ **Regular Updates:** Incremental maintenance updates of the Enterprise Edition with packages for most common distributions.

✔ **LTS Releases:** Long Term Support stable versions that are maintained and commercially supported for a long time.

✔ **Upgrade Path:** Upgrade process to easily migrate your production environment to new versions of the software.

✔ **Enterprise Tools:** Software components that complement OpenNebula and are only available in the enterprise repository for users with an active enterprise subscription.

✔ **Bits-only License for Staging Environment:** Additional token license for a small staging or development cloud environment of up to 2 managed nodes.

✔ **Workarounds:** Temporary procedure, routine or correction for a product error to be used by the customer until a new software release is available.

✔ **Hot Fixes:** Software released to a single customer as a temporary Incident Resolution.

✔ **Product Influence:** We listen to all users when determining our product roadmap, but the feature requests by users with an active Premium subscription get bumped up to the front of the line.

✔ **Knowledge Base:** Exclusive answers to customers' common questions and issues, and best practices to deploy and operate an OpenNebula cloud.

✔ **Critical Issue Notifications:** Announcements and alerts for critical issue notifications.

✔ **Enterprise Portal:** The OpenNebula.pro Support Portal provides all of the benefits of an Enterprise Subscription such as security and privacy, direct interactions with the experts, real-time tracking of incidents, and critical issue notifications.

✔ **Privacy and Security:** IT assets often provide a critical competitive advantage, so enterprises are understandably concerned that using public forums or mailing lists for technical support may reveal confidential corporate information. The privacy and security of the OpenNebula.pro Support Portal ensure that your confidential corporate information always remains private.

✔ **Enterprise SLA-based Support:** Enterprise Support Subscriptions at 9-to-5 and 24/7 SLAs.

✔ **Remote Access (via ssh):** As part of an incident resolution, and only when the incident cannot be diagnosed and solved through the portal, OpenNebula Systems support engineers will remotely access your system through an ssh connection.

✔ **Supervised Upgrade Assistance:** OpenNebula Systems offers dedicated guidance and assistance with upgrades to minor and major versions through a slack channel during a schedule window in business hours.

Description of Benefits (II)

✔ **Hosted Cloud - Add-on:** Fully managed OpenNebula Front-end ready to automatically deploy as a service, in just a few minutes, a distributed edge multi-cloud environment using resources from your favorite cloud provider and on-premises locations.

✔ **Managed Cloud - Add-on:** OpenNebula Systems takes care of the entire OpenNebula lifecycle—design, deployment, 24/7 health monitoring, alerting, troubleshooting, maintenance, and upgrades—under a financially-backed Service Level Agreement of 99.9%.

✔ **Telco NFV/Edge Integrated Platform - Add-on:** Full support for the NFV/Edge with embedded RHEL.

✔ **Mission Critical Support - Add-on:** Highest level of support that includes mission-critical SLA.

✔ **Live Support- Add-on:** Live Support is an extension to the Standard and Premium Support Subscriptions, so Severity 1 (Catastrophic Problem) and Severity 2 (High Impact Problem) Incidents can be managed through a scheduled live chat and screen sharing.

✔ **Extended Life Support - Add-on:** OpenNebula Systems offers optional Extended Life Support for customers interested in longer term support of older upgrade (major) versions.

✔ **Feature Development:** The Fund a Feature (FaF) Program can be used to accelerate the features that are planned in the roadmap.

✔ **Cloud Training:** Private Training services are only available for customers with an active support subscription.

✔ **Cloud Deployment:** The Cloud Deployment service is only available for customers with an active support subscription.

✔ **Cloud Upgrade:** The Cloud Upgrade service is only available for customers with an active support subscription.

✔ **Consulting & Engineering:** Consulting & Engineering services are only available for customers with an active support subscription.

✔ **Technical Account Management (TAM):** The TAM program is only available for customers with an active support subscription.

✔ **Indemnification:** OpenNebula Systems offers indemnification for copyright infringement claims made by third parties against customers and partners with an active subscription, so you can deploy OpenNebula in your business without complex legal concerns.

✔ **Licensing Flexibility:** OpenNebula is available under Apache v2.0 license, and can be released under a different license to meet customers' and partners' needs and requirements.

✔ **OpenNebula Powered Logo:** Users with an active subscription can use the OpenNebula Powered logo to help cloud consumers quickly identify cloud infrastructures that are powered by OpenNebula and supported by OpenNebula Systems.

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