Mission Critical Support

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.

Features

Regardless of your deployment scenario, and for whatever issues arise, the Mission Critical Support Add-on accelerates problem resolution for productive system cases and critical projects, minimizes business disruption, reduces unforeseen downtime, and reduces the financial impact of support issues.

Feature	Description
Mission-critical SLA	Guaranteed response and resolution times
Live Support	Scheduled live chat and screen sharing
Senior-level Technical Assistance	Priority access to senior-level engineers
Premium Upgrade Assistance	Verification and support for upgrade process in Customer's testing environment
Licensing and Support for a Staging (Pre-production) Environment	Support for testing and staging environments
Extended Life Support	Up to 5 years of support for LTS versions

Program Eligibility Requirements

The Customer must fulfill the following requirements for penalty-backed Service Restoration SLAs:

- Active OpenNebula Subscription at premium level
- Compliance with the appropriate NFV/Edge, Telco Cloud, or Cloud Reference Architecture
- Industry-standard deployment and change management processes in place for the platforms
- A Supportability Assessment performed by the Support team

Pricing

The Mission Critical Support Add-on is provided as an extension to an **Enterprise Subscription (Premium)** and starts at €90.000 ($112,500) per cloud instance.

Description

Mission-critical SLA

> Negotiated SLA with with guaranteed Response Time, Restoration Time, and Service Credit to compensate for the breach of the SLA commitment.

	Severity 1	Severity 2	Severity 3	Severity 4
RESPONSE TIMES	30 minutes	1 hour	4 hours	8 hours
RESTORE TIMES	4 hours	12 hours	7 days	–
SLA	24/7	24/7	9_to_5	9_to_5
PENALTY	5% - Service Credits			

(*) Annex A of the OpenNebula Support Policy describes the terms of the Mission-Critical SLA (enhanced support)

Live Support

> 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.

Senior-Level Technical Assistance

> Priority access to senior-level engineers for the resolution of Severity 1 (Catastrophic Problem) and Severity 2 (High Impact Problem) Incidents.

Premium Upgrade Assistance

> For upgrades to maintenance, minor and major versions, OpenNebula Systems will:
> - Verify the software upgrade in the testing environment managed by the Customer
> - Develop an upgrade guide
> - Offer dedicated guidance and assistance to Customers through a live session during a scheduled window in business hours in EU time.
>
> The support does not include any deployment, upgrade, development, or consulting services. Any upgrade should be done by the Customer following the directions of OpenNebula and using the certified software versions.

Licensing and Support for a Staging (Pre-production) Environment

> Besides the support and software licensing for a test environment that is part of the regular OpenNebula software Subscription, the mission-critical add-on includes the support and software licensing for a staging (pre-production) environment.

Extended Life Support

> A LTS version is maintained and technically supported for a period of at least 27 months. OpenNebula Systems offers optional Extended Life Support for customers interested in longer term support, up to 5 years, for older upgrade (major) versions.

OpenNebula Systems USA

1500 District Ave
Burlington, MA 01803, USA

OpenNebula Systems Europe

Paseo del Club Deportivo 1 – Edificio 4 Planta 1
Parque Empresarial La Finca
28223 Pozuelo de Alarcón, Madrid, Spain