

Bolster Your Cloud with an OpenNebula Subscription

The annual OpenNebula subscription is the key to **securing quality, stability, and excellence** within your OpenNebula infrastructure. It provides the assurance of always being backed by the expert team that develops and maintains the OpenNebula software solution, **saving you effort and expense in the long run**. Support subscriptions are run under established SLA guidelines to provide **transparency and peace of mind**. Having a support subscription unlocks **additional benefits** including gaining access to an enterprise repository with the **Enterprise Edition** of OpenNebula and **Enterprise Tools**, as well as access to exclusive **Knowledge Base** contents and **Professional Services** provided by our OpenNebula Systems engineers.

Deployment

The Cloud Deployment service focuses on helping you design, plan, and deploy an OpenNebula cloud on your premises or in a hosted environment. Pull the experts in to get your cloud environment up and running, getting it done right, from start to finish.

Upgrade

Stay current and benefit from the latest features with the Cloud Upgrade service. Have the OpenNebula experts assess, upgrade, and validate your cloud instance in a streamlined process that minimizes errors and downtime, and maximizes stability.

Training

Take part in the comprehensive training classes conducted by the authorities on OpenNebula—both public and private classes are available.

Consulting & Engineering

Get expert help from our OpenNebula professionals—from best practices in the successful evaluation, design, and operation of your cloud architectures, to the optimal configuration and customization of OpenNebula to fit into your data center.

Development

Accelerate the features that are planned in the roadmap, from new functionality to driver enhancements. All new code must be contributed upstream under Apache 2.0 license into the next OpenNebula release. There are no custom distributions.

Remote Services



All services are remotely delivered by **OpenNebula Systems Engineers** and **Consultants with years of experience** designing and building OpenNebula solutions. Benefit from improved affordability - eliminating travel expenses, improved flexibility - allowing partial work days, when necessary, and enhanced agility - accommodating most scheduling requirements.



Support & Services

OpenNebula Subscription Plans

Depending on your support needs, we offer two levels of enterprise subscriptions:

- **Standard** subscription provides support services during business hours (9/5 SLA), offering a cost-effective option for organizations running production workloads with moderate criticality.
- **Premium** subscription provides 24/7 support with guaranteed rapid response, ensuring continuous availability for organizations operating highly critical production environments.

		Standard	Premium
OPENNEBULA ENTERPRISE SOFTWARE	Enterprise Repository	✓	✓
	Enterprise Edition with Upgrade Path	✓	✓
	Regular Updates and LTS Releases	✓	✓
	Enterprise Tools and Integrations	✓	✓
	Workarounds and Hot Fixes	✓	✓
	Bits-only License for Staging Environment		✓
	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 *	Ceph Support *	✓	✓
	Kubernetes Support *	✓	✓
	AI & Telco NFV/Edge Platform Support *	✓	✓
	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 extensions or services.

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