

# DATASHEET

## Support and Services



OpenNebula is the most advanced and flexible open-source platform for data center virtualization and enterprise cloud computing, offering unique, state-of-the-art features for cloud management and providing the integration capabilities that many enterprise IT shops need for internal cloud adoption. The OpenNebula software is certified and long-term, commercially supported for its operation in production environments. OpenNebula Systems offers a comprehensive set of subscription and value-added consulting, engineering, and training services through which OpenNebula users can get professional support to design, integrate, build and operate an OpenNebula cloud infrastructure for internal operations or to offer a cloud service.

### Services Add-ons

Services Add-ons enhance the OpenNebula support subscription with value-added services to simplify cloud design, deployment, operation and management. They help customers springboard their productivity, speed up time to deployment, and reduce business and technical risks through professional assistance with initial set-up, verification and upgrade of an OpenNebula cloud reference architecture:

- The **Cloud Deployment Add-on** helps you design, plan and deploy an OpenNebula cloud based on your premises according to the Open or the VMware Cloud Reference Architecture.
- The **Cloud Verification Add-on** is usually contracted at the beginning of the support subscription to verify your OpenNebula-based cloud design and installation.
- The **Cloud Upgrade Add-on** provides an upgrade of your OpenNebula-based cloud infrastructure. We offer one-time upgrades or all upgrades for the duration of the subscription term.

### Training Services

We offer **comprehensive training classes** conducted by OpenNebula experts who have years of experience working in cloud design, deployment, integration and operation. As core contributors to OpenNebula, our trainers are the authority on the open source cloud management platform.

### Consulting and Engineering Services

Because no two data centers are the same and infrastructure environments are diverse, with our guidance and help, you will be able to design, integrate, deploy and operate the best cloud architecture for your workload, processes and IT infrastructure environment. Whether you need to deploy a cloud or customize OpenNebula for optimal performance in your environment, our team of experts has the knowledge and experience to help abate the amount of time and resources that are needed to successfully build a cloud.

### Remote Services

OpenNebula services are remote services delivered by OpenNebula Systems Engineers and Consultants with years of experience designing and building cloud solutions based on OpenNebula. A remote service is a solution more:

- Affordable because it eliminates travel expenses.
- Flexible because it allows interaction from different locations and implementation for partial work days.
- Agile because it allows us to accommodate most scheduling requirements.

**More details about OpenNebula and its features at [OpenNebula.systems](https://OpenNebula.systems)**

# Support and Professional Services



## Support Subscriptions

Benefit	Community Support	Commercial Basic	Commercial Product
<b>SOFTWARE</b>			
Certified Open-source Software	✓	✓	✓
Regular Updates and Migration Path	✓	✓	✓
Maintenance Releases	✓	✓	✓
Hotfix Releases, Enterprise Add-ons and Tools		✓	✓
Service Packs		✓	✓
Minor Enhancements and Product Influence			✓
<b>DOCUMENTATION AND TRAINING</b>			
Online and PDFs	✓	✓	✓
Discount in Public Events and Training		✓	✓
<b>SUPPORT</b>			
Community Support	✓	✓	✓
Enterprise Portal and Repository		✓	✓
Expert Support with Privacy and Security		✓	✓
Commercial Support Levels		Basic	Standard & Premium
Long-term Multi-year Support and Remote Access			✓
<b>SERVICES ADD-ONS</b>			
Feature Development	✓	✓	✓
Training, Cloud Deployment and Verification		✓	✓
Cloud Upgrade			✓
Annual Subscription Starts at	Free	€3.000 (\$3,750)	€6.000 (\$7,500)

## Commercial Support Levels

Support Matrix	Levels of Service		
	Basic	Standard	Premium
<b>LEVEL OF PRIORITY</b>			
Severity 1	Normal (1 business day)	Urgent (2 business hours)	Urgent (2 hours)
Severity 2	Normal (1 business day)	High (4 business hours)	High (4 hours)
Severity 3	Low (2 business days)	Normal (1 business day)	Normal (1 business day)
Severity 4	Low (2 business days)	Low (2 business days)	Low (2 business days)
<b>FEATURES</b>			
Service Tickets, VMs, Cores or Memory	Unlimited	Unlimited	Unlimited
Support Channel	Web	Web	Web
Hours of Coverage	9x5 (CET and EST)	9x5 (CET and EST)	24x7 (Severity 1 and 2)
Term	1 Year	1 Year	1 Year
Number of Named Accounts	1 per zone	1 per zone	2 per zone
Annual Subscription Starts at	€3.000 (\$3,750) for 10 servers or 1 vCenter	€6.000 (\$7,500) for 10 servers or 1 vCenter	€9.000 (\$11,250) for 10 servers or 1 vCenter
Maximum Annual Subscription for a Zone	€12.000 (\$15,000)	€24.000 (\$30,000)	€36.000 (\$45,000)
<b>SUPPORT EXTENSIONS: Hybrid Cloud, Front-end HA, and Hypervisor Hosts</b>			

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