Solution Provider Partner

OpenNebula can be integrated with any component in the cloud and virtualization ecosystem to build a complete cloud solution. OpenNebula Solution Providers use their expertise and technical skills to create solutions around OpenNebula, bundled or integrated with other software or hardware components, and provide direct customer support for it. The Partner adds value by providing an integrated solution customized to solve a well-defined business problem, usually in vertical-specific domains, or adapted to the needs of a geographic area.

Solution Providers are large companies that must have specialized support teams for first and second level support of mission critical production applications to their customers. OpenNebula Systems provides the Partner with third level support by helping in the resolution of advanced and specialized operational problems that cannot be solved by Partner's support team.

	ADVANCED	PREMIER
REQUIREMENTS		
Annual program fee	no-cost	no-cost
Approved Partner Program Application	✔	✔
Integrated Solution differentiated from OpenNebula	✔	✔
Customer support agreement	✔	✔
Business plan	✔	✔
Specialized support teams for first and second level support	✔	✔
Consultants that should receive an official course for architects	1	2
BENEFITS		
Recognition as an OpenNebula Solution Provider Partner	✔	✔
Logo in OpenNebula.systems page Partners area	✔	✔
Recognition as Partner in post at OpenNebula.org	✔	✔
Discount on OpenNebula services, training and events	✔	✔
Solution Provider and Powered Partner logo	✔	✔
Third-level customer support through Partner at OpenNebula.pro	✔	✔
Deal registration		✔
Software influence		✔
Support to Beta software		✔

Apply to be a Solution Provider Partner at opennebula.systems/partners

Partner Qualification

OpenNebula Systems assesses the partner's application to check that company information and technical skills are appropriate for a OpenNebula partner. OpenNebula selects partners based on market presence, proven competency in selling products and strategic alignment. Requirements vary across program types and levels due to differences in business models. Providing the partner's application is accepted, the prospective partner will receive the Order Form and the Partner Agreement.

Support to Customers

Solution Provider Partners are responsible for providing the two first levels of support to their customers (OpenNebula end-users). OpenNebula Systems provides third level support to Partner by helping in the resolution of advanced and specialized operational problems that cannot be solved by Partner's first/second level team. Partners must have specialized support teams for first and second level support of mission critical production applications and shall distribute bug fixes, patches, work-arounds and other benefits of the Third Level Support which it receives from OpenNebula Systems to customers (see Customer Support Agreement).

Customer Support Agreement

OpenNebula Systems follows an End-user Subscription model that allows partners to distribute the software to their customers, to update and upgrade deployed copies, and to receive third level production support for customer incidents during the End-user Subscription term. So Partners only have to renew End-user Subscriptions for those customers that require third level support and access to updates and upgrades of the Software. The pricing plans for End-user Subscriptions at standard or premium levels can be per server, zone or administrative domain (customer). OpenNebula Systems can also evaluate revenue sharing models, such as hybrid models with a royalty fee depending on Partner's sales figures.

Support to Partners

Partner Programs do not include support and consulting. Partners receive a discount on OpenNebula support, services, training and events.

OpenNebula Software

OpenNebula is fully open-source software products released by OpenNebula Systems under Apache license v2.0. Anyone is free to make modifications to the software and distribute derivative works. However only OpenNebula Partners can use, distribute or embed the code while at the same time having commercial support from OpenNebula Systems and influence on development with direct contact with the developers.

Partner Logos

The Technology Partner logo helps customers quickly identify OpenNebula partner's services.

Solution Logos

The Powered logo helps customers quickly identify solutions that embed OpenNebula.