

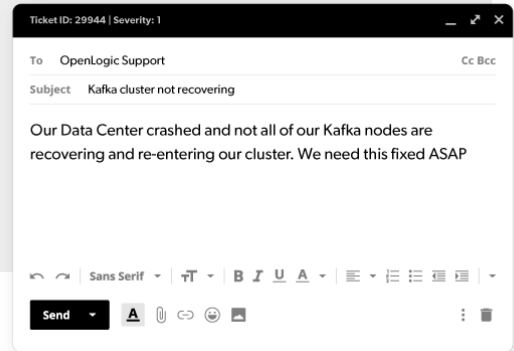
DATASHEET

Open Source Support and Services for Over 450 Packages

Get the support you need for the open source across your entire enterprise — all in one place.

Every support ticket or call is answered by an enterprise architect with 15+ years of experience. We go beyond bug fixes and updates to help solve complex, interoperability, security, and performance issues.

Need guidance on a tricky integration? Have questions about a package getting end of life? Getting support is easy as submitting a ticket.



Support Levels That Suit Your Needs

Not all organizations have the same support needs. With our Gold, Silver, and Bronze support levels, you can pick the level of support that best fits your the needs of your infrastructure.

Support Level	Gold	Silver	Bronze
Severity Level 1*	1 hour Initial Response Time 72 hour Solution or Workaround Time	4 hour Initial Response Time 5 business days Solution or Workaround Time	4 hour Initial Response Time
Severity Level 2*	1 hour Initial Response Time 5 business days Solution or Workaround Time	4 hour Initial Response Time 30 business days Solution or Workaround Time	4 hour Initial Response Time
Severity Level 3*	4 hour Initial Response Time 30 business days Solution or Workaround Time	4 hour Initial Response Time 30 business days Solution or Workaround Time	4 hour Initial Response Time
Problem Submission by Phone	✓	✓	✓
Problem Submission by Email	✓	✓	✓
Problem Submission by Online	✓	✓	✓
Supported Packages	See List	See List	See List
Number of Named Contracts	Unlimited	Unlimited	Unlimited

*Service level agreement information is subject to change.

Open Source Lifecycle Support, Migration Services, and Guidance for Your Enterprise

With support for over 450 open source packages, guaranteed SLAs, and direct access to experienced enterprise architects, OpenLogic customers receive simplified, comprehensive support and professional services for the full lifecycle of their open source.

We Provide Support for Top OSS Packages, Including:



AND OVER 400 MORE

OPEN SOURCE SUPPORT

With Gold, Silver, and Bronze support levels, and guaranteed SLAs, OpenLogic is the preferred choice for enterprise-grade open source support.

MIGRATION SERVICES

OpenLogic can help move existing systems to the open source packages you want, and do it quickly, safely, and with a high return on investment.

CONSULTATIVE GUIDANCE

Our enterprise architects help you speed adoption, improve development, boost security, and more.

Why Choose OpenLogic?

OpenLogic is trusted by top companies around the world to support and guide their open source modernization efforts. Why? Because OpenLogic provides something unique in the open source world — a simplified and holistic solution for managing and supporting integrated open source.

ONE VENDOR FOR EVERYTHING OPEN

OpenLogic supports over 450 open source packages. Enjoy simplified vendor management and support with no finger pointing.

ON PREM, ANY CLOUD

No matter where you deploy, OpenLogic can help support and improve your open source infrastructure.

TOOL AGNOSTIC

Unlike commercial support vendors, OpenLogic will always recommend the packages that best fit your goals.

EXPERIENCED ARCHITECTS

Our team of enterprise architects average over 15 years of hands-on experience with large-scale, complex open source implementations and support projects.

TRUSTED BY THE GLOBAL 500 AND BEYOND



Achieve Your Open Source Goals

Ready to achieve your business goals with open source software? Speak with an OpenLogic expert today to see how we can support your project.

TALK TO AN EXPERT

openlogic.com/talk-to-expert