

Inhaltsverzeichnis

1. Why should I sign a support and maintenance contract?.....	2
2. Introducing the different opsi editions.....	2
3. Support.....	3
3.1. Common terms and conditions.....	3
3.2. For free: web support forum with forum.opsi.org.....	3
3.3. Opsi introduction.....	4
3.3.1. Workshop.....	4
3.3.2. Introductory support package.....	4
3.4. Minimal support.....	4
3.4.1. Services.....	4
3.4.2. Pricing.....	4
3.5. Professional support.....	5
3.5.1. Services.....	5
3.5.2. Pricing.....	5
3.6. Professional plus support.....	5
3.6.1. Services.....	5
3.6.2. Pricing.....	5
3.7. Enterprise support.....	6
3.7.1. Services.....	6
3.7.2. Pricing.....	6
3.8. Enterprise plus support.....	6
3.8.1. Services.....	6
3.8.2. Pricing.....	6
3.9. Administration of remote access / VPN.....	7
3.10. Support CallByCall / AdHoc.....	7
3.10.1. Services.....	7
3.10.2. Pricing.....	7
3.11. Subscriptions.....	7
3.11.1. Update subscription for 'MS-Windows service packs and hotfixes'	7
3.11.2. Update subscription for the opsi standard packages.....	8
3.12. Server administration.....	8

1. Why should I sign a support and maintenance contract?

The characteristics of every desktop management software (like opsi) are:

- It is used by system admins with a limited amount of time and money
- The learning curve takes several days
- Huge time saving potential when in operation
- Critical when breakdowns and malfunctions occur
- The software system requires maintenance to stay up-to-date for distributing recent software packages
- The software system requires maintenance to support new operating systems (installation as well as software distribution)
- The software system requires maintenance to integrate the latest hardware (new or updated drivers)

The resulting arguments are:

- To procure a software distribution system might be free of charge – the installation, introduction and operation of the system never is.
- The most economical solution for the introduction is to provide workshops and training for the administrators, covering the installation and operation of opsi
- The most economical solution for a continuous operation of opsi is to sign a support and maintenance contract

2. Introducing the different opsi editions

opsi support is available at two levels:

- **base-level:** support only for base functions
- **full-level:** support for all opsi functions,

The following table shows the features of the two support levels

Please note that the support level not include access to opsi modules which are at co funding at the moment (like e.g. license management). These modules have to be ordered separately.

Feature / Service	base-Level	full-Level
OS installation (Win2k-2003)	+	+
OS installation Vista / Win7	+	+
Software deployment (Win2k - 2003)	+	+
Software deployment (Vista / Win7)	+	+
Hard- and software inventories	+	+
Support for RPM-based opsi servers	-	+
License management	-	+
WAN support (projected)	-	+
LDAP backend support	-	+
Multi depot share extension	-	+
MySQL-backend with history for inventories	-	+
MySQL-backend for configuration data (projected)	-	+
Treeview (projected)	-	+
opsi4ucs	-	+

3. Support

3.1. Common terms and conditions

The following terms and conditions as well as the pricing are valid per end customer and standard installation. Please contact us for the special pricing for consultants and special installations. All prices are exclusive VAT.

Our support services covers questions regarding opsi as well as technical questions regarding the operating systems Linux, Windows and network technology.

The minimal duration of the support and maintenance contracts and subscriptions is one year. The period of notice is 3 months.

The default support reaction time is one working day.

3.2. For free: web support forum with forum.opsi.org

The use of the opsi web forum is open for everybody and free of charge. So there is support free of charge supplied by the community.

In the evaluation phase additional support is supplied by **uib gmbh**.

For productive opsi installations there is no support free of charge supplied by **uib gmbh**.

3.3. Opsi introduction

3.3.1. Workshop

To introduce opsi to your organization we recommend:

- 3-days workshop at your site (in-house workshop)

Pricing:

- 1.000 € per day plus travel and expenses

3.3.2. Introductory support package

As an alternative to the in-house workshop we offer the introductory support package:

- 8 h phone and email support
- support period is 2 months
- bookable once per end customer

Pricing:

- 768 € once
- Additional support time 1.60 € per minute (96 € per hour)

3.4. Minimal support

3.4.1. Services

- Phone and email support for opsi updates within an opsi release
- Support only for base-level
- Support time of 24 minutes per month included
- Remaining (unused) support time cannot be transferred to the following month and will be used for product maintenance.

3.4.2. Pricing

- 66 € per month for the first half year

- 50 € per month follow up price (when there was no break of a professional support contract resp. following an introductory support package and/or workshop)
- Additional support time 1.96 € per minute (117.60 € per hour)

3.5. Professional support

3.5.1. Services

- Phone and email support
- Support for all opsi functions (full-level)
- opsi maintenance
- Support time of 55 minutes per month included
- Remaining (unused) support time cannot be transferred to the following month and will be used for product maintenance

3.5.2. Pricing

- 133 € per month
- 100 € per month follow up price (when there was no break of a professional support contract resp. following an introductory support package and/or workshop)
- Additional support time 1.82 € per minute (109.20 € per hour)

3.6. Professional plus support

3.6.1. Services

- Phone and email support
- Support for all opsi functions (full-level)
- opsi maintenance
- Support time of 120 minutes per month included
- Remaining (unused) support time cannot be transferred to the following month and will be used for product maintenance

3.6.2. Pricing

- 266 € per month for the first 6 months

- 200 € per month follow up price (when there was no break of a professional support contract resp. following an introductory support package and/or workshop)
- Additional support time 1.68 € per minute (100.80 € per hour)

3.7. Enterprise support

3.7.1. Services

- Phone and email support
- Support for all opsi functions (full-level)
- opsi maintenance
- Support time of 600 minutes (10 h) per 3 months included
- Remaining (unused) support time cannot be transferred to the following quarter and will be used for product maintenance.

3.7.2. Pricing

- 400 € per month for the first 6 months
- 300 € per month follow up price (when there was no break of a professional support contract resp. following an introductory support package and/or workshop)
- Additional support time 1.54 € per minute (92.40 € per hour)

3.8. Enterprise plus support

3.8.1. Services

- Phone and email support
- Support for all opsi functions (full-level)
- opsi maintenance
- Support time of 900 minutes (15 h) per 3 months included
- Remaining (unused) support time cannot be transferred to the following quarter and will be used for product maintenance.

3.8.2. Pricing

- 550 € per month the first 6 months

- 420 € per month following up without a gap or following an introductory support package and/or workshop
- Additional support time 1.40 € per minute (84 € per hour)

3.9. Administration of remote access / VPN

- A remote access to the server simplifies support activities tremendously.
- SSH based access can be established on the fly and on a basis of a regular support request.
- VPN based access requires an extended installation effort and has to be maintained and administered.
This leads to additional costs of 30 € per month.

3.10. Support CallByCall / AdHoc

3.10.1. Services

- Phone and email Support

3.10.2. Pricing

- 150 € single charge
- 150 € per hour
- we charge every started half hour

3.11. Subscriptions

3.11.1. Update subscription for 'MS Hotfixes'

Regular updates for the product:

ms-hotfix (hotfixes for Windows XP Professional till 2008-R2)

The updates will be provided within 3 working days after Microsoft's publication of important (high) and critical patches and delivered via download area (restricted access).

Pricing: 360 € per year (30 € monthly)

For every language an own subscription shall be contracted.

In addition this subscription also includes the following opsi-products:

- Windows XP Servicepack 3 ,32 Bit , german
- expected
Windows 7 service packs, 32 / 64 Bit , international

It's not allowed to share subscriptions with someone else.

3.11.2. Update subscription for the opsi standard packages

Regular updates for the products:

- Flashplayer
- Adobe Reader
- Sun Java VM (32 / 64 Bit)

The updates will be provided within 2 working weeks after manufacturer's release. For critical security patches the opsi packet will be provided within 1 working week after the patch release.

Pricing: 360 € per year (30 € monthly)

It's not allowed to share subscriptions with someone else.

3.12. Server administration

We take care of your opsi depot server including these services:

- Installation of security OS updates
- Installation of opsi updates
- Installation of updates from subscription
- Installation and support for opsi upgrades
- Inspection of file systems and log files on a regular basis
- Administration of a VPN access inclusive
- Subscription for MS hotfixes and opsi standard packages inclusive
- Requirement: only available with a support and maintenance contract

Pricing: 500 € per month