



## Enterprise Service Subscription

The Opsview Enterprise Service Subscription enables you to get the best return on your Opsview investment through professional support and access to the Enterprise edition of this award winning software.

### How you Benefit

<b>Guaranteed response time</b>	Guaranteed response times for reported issues from professional software engineers
<b>Opsview Enterprise Edition</b>	The Enterprise Edition is based on a mature code base and has a predictable release cycle and feature roadmap to allow you to plan your upgrades. It is ideal for monitoring business critical IT systems.
<b>Prioritised software updates</b>	Opsview Enterprise has a transparent issue prioritisation process. Opsera will deliver an immediate maintenance release for critical software issues and we will also assist with system update process.
<b>Issue management</b>	Direct access to Opsera's issue management software. Ability to view issue history and track progress.
<b>Access to Opsview development team</b>	Support is provided by the same team that develops Opsview, so you are speaking to the experts.
<b>Reduced Risk</b>	Discuss any changes with us before you make them. Assess the impact of deploying new systems. Opsera are experts in Opsview system implementation and management.
<b>Peace of Mind</b>	You cannot afford to lose sight of key IT systems. With ESS you know any issues with your Opsview system will be diagnosed and resolved fast and effectively.

### What you get

<b>Access to Opsview Enterprise software</b>	Access to Opsview Enterprise software and additional Modules. Monitoring Agents for supported operating system platforms	
<b>Support for Opsview software stack</b> Software and platform support when used in conjunction with Opsview server software.	<b>Software:</b> <ul style="list-style-type: none"> <li>• MySQL</li> <li>• Apache</li> <li>• Perl</li> <li>• Net-SNMP</li> <li>• NRPE &amp; NSCA</li> <li>• Nagvis, MRTG &amp; NMIS</li> <li>• Nagios plug-ins supplied with Opsview</li> </ul>	<b>Platforms:</b> <ul style="list-style-type: none"> <li>• Debian Linux</li> <li>• CentOS Linux</li> <li>• RedHat Enterprise Linux</li> <li>• Ubuntu Linux</li> <li>• Sun Solaris</li> <li>• Linux platforms are supported on VMware ESX in virtualised environments.</li> </ul>
<b>Software installation and configuration assistance</b>	Help with Opsview software installation and configuration problems	
<b>Software defect resolution</b>	Diagnosis and resolution of Opsview software defects	
<b>Remote troubleshooting</b>	Troubleshooting of your system via secure remote access	

For more information on Opsview, or to download the software, please visit our website or contact us:

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[www.opsera.com](http://www.opsera.com)



## Enterprise Service Subscription Levels

The Opsview Enterprise Service Subscription is available at four levels, allowing you to choose the subscription that best meets your needs.

Enterprise Support	Provided by community	Enterprise Service Subscription			
		Bronze	Silver	Gold	Platinum
Online documentation	✓	✓	✓	✓	✓
Mailing lists	✓	✓	✓	✓	✓
Email support	-	✓	✓	✓	✓
Web access to issue tracking	-	✓	✓	✓	✓
Telephone support	-	-	-	✓	✓
Support Incidents	-	10	18	Unlimited	Unlimited
Technical contacts	-	1	2	4	6
Opsview systems covered	-	1	1	1 production, 1 test	2 production, 2 test
Priority 1 response	-	4 hours	4 hours	4 hours	2 hours
Priority 2 response	-	8 hours	8 hours	4 hours	4 hours
Priority 3 response	-	16 hours	12 hours	8 hours	8 hours
Coverage period	-	Business Hours	Business Hours	Business Hours	Business Hours
<b>Software Entitlement</b>					
Opsview Enterprise Edition	-	✓	✓	✓	✓
Reports Module	-	✓	✓	✓	✓
<b>Formal feature support</b>					
System monitoring and alerting	-	✓	✓	✓	✓
Web management user interface	-	✓	✓	✓	✓
Standard monitoring agents	-	✓	✓	✓	✓
SNMP agent polling	-	✓	✓	✓	✓
Nagvis, MRTG and NMIS integration	-	✓	✓	✓	✓
Data Warehouse	-	✓	✓	✓	✓
Distributed Monitoring	-	-	✓	✓	✓
SNMP Trap processing	-	-	✓	✓	✓
Slave Server Clustering	-	-	-	✓	✓
Separate Database Server	-	-	-	✓	✓
Master Server High Availability	-	-	-	-	✓

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