


# COOPERATIVE SUPPORT

## Commercial support for open source uPortal, Sakai, and CAS.



Gain access to a dedicated support team of expert developers and administrators, each possessing experience in the open source project. All support cases are handled directly by these experts right from the start - there are no support tiers to navigate to get to the person who can truly solve your problems.

### Answers for Open Source.

**Reduce your risk.**

When a problem arises, you need someone to call. Community lists can be helpful, but have no guarantee of response or timeliness. Unicon's Cooperative Support program gives you a guaranteed response from experts with commercial response times and backing. So long, risk!

**Continual improvement.**

Unicon's Cooperative Support program includes ongoing development to the open source product on your behalf. You vote, we develop, everyone wins.

**We staff so you don't have to.**

You don't need the cost of finding, hiring, and maintaining an expert staff for supporting your open source investment. Now you don't have to. Unicon's Cooperative Support program provides you access to experts who are knee-deep in the community product, which makes your staff more productive, whatever the size.

## Cooperative Support Program Service Levels

### Developer

The Developer subscription is designed to address the needs of institutions who are still in the process of evaluating, testing, or developing and desire a qualified support partner to assist in the usual challenges involved in the first year of working with the software. This entry level package is for pre-production use of the project.

### Standard

The Standard subscription is designed for sites that require a full-service support offering to safeguard their important implementations. Designed for small to medium-sized deployments, the Standard subscription delivers a low-cost support alternative attractive to budget-conscious institutions.

### Enterprise

The Enterprise subscription is for the most demanding implementations. Institutions with larger deployments that require the highest level of response time to protect their mission critical environment should select this package. With exclusive benefits like 24 x 7 availability and the highest degree of influence over the development activities of the support team, the Enterprise subscription offers exceptional levels of support.

## Advantages of Unicon's Cooperative Support Program

Dedicated Team	Guaranteed Response Time	Expert Response	24 x 7 Availability	Accelerated Development	Cooperative Development
					

### Direct access to dedicated support and development resources.

Unicon doesn't waste your time. From first contact you are connected directly with an expert to solve your problem. You get experienced responses from seasoned professionals; no scripts, no amateurs, and no language barriers. Unicon's team is committed to respond to your need, with guaranteed availability and response times.

### Assistance with general questions, configuration issues, and tuning.

Unicon's Cooperative Support Teams are open source systems experts with deep community and project knowledge, leveraging experience gained from hundreds of uPortal, Sakai, and CAS implementations. Unicon has been through the wringer so you don't have to. Ask Unicon any question, and you will get an answer.

### Access to expert developers to fix bugs affecting your environment.

When your issue is red-hot, you can't wait for subscriber consensus or for institutional resources to become available. No problem. As a subscriber of Cooperative Support, you can squash that bug with Accelerated Development, a reduced-cost rate development effort with immediate attention from Cooperative Support experts.

### Total visibility and direct influence over our development priorities.

Unicon named it Cooperative Support with reason. Unicon is here to work with you, which is why the company has included Cooperative Development in the program. Cooperative Development continually improves the core product on your behalf. You vote on the prioritization of improvements and Unicon gets the job done. All development is contributed back to the community and becomes part of the product.

### Ongoing maintenance for past, present, and future releases.

Unicon's program gives you flexibility in your upgrade timeline. You are not forced to immediately upgrade to a new release. When you are ready to upgrade, Unicon can help. More than a simple provider of support, Unicon participates as an active community member. As an active participant, the company is continually abreast of upcoming releases and can provide informed advice on moving to a new release based on your unique needs.

## Get Answers for Open Source.

Unicon is an accountable commercial support provider that stands behind you. Unicon also understand the importance of listening to you, understanding your needs, and working along side you to solve problems.

For more information, visit <http://www.unicon.net/support/cooperative/>

Unicon, Inc. specializes in software consulting services including the delivery of technology solutions and support, systems integration, and software engineering. The company effectively utilizes open-source frameworks, applications, and software to provide enterprise-level portal, collaboration, learning, messaging, and authentication solutions for higher education institutions worldwide.

Unicon is a Sakai Commercial Affiliate for the open source Collaboration and Learning Environment, a Jasig Partner and authorized Solutions Provider for both CAS and uPortal, and member of the Oracle Partner Network.



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