

# Open Source Support



## Rely upon Enterprise Open Source Products with Confidence

Selecting open source software solutions increases control, provides a wide variety of choices, and reduces cost. Open source solutions require support, which may prove challenging if there are limited on-premise resources available. Unicon provides enterprise commercial support and consulting for open source projects through its Open Source Support service. This SLA-driven program is backed by an accountable team of open source experts, each possessing deep experience within the select open source projects.

Unicon's experts provide high confidentiality and guaranteed response times during business hours or around the clock. Take advantage of a flexible, customizable open source support service with direct access to a dedicated team of developers, consultants, and system administrators. This unique, innovative support model grants access to expert support resources for any type of issue encountered. All support cases are handled directly by experts from the start. Unicon's Open Source Support service offers enterprise-level support at various SLAs to meet the needs of deployments.

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# Open Source Support Levels



Institutions and organizations can choose between three different support levels offered through the Open Source Support service. Support levels include Developer, Standard, and Enterprise. Within each level, subscribers can choose from Silver and Gold options, allowing subscribers to match their needs to the option most appropriate.

## Support Level Options

**Silver:** Confidential, timely, and expert support assistance to answer questions, assist in problem resolution, and provide advice on installation and configuration.

**Gold:** All the features of Silver, plus up to 20 hours per year of consulting assistance that can be used for tasks such as deployment, configuration, troubleshooting, architecture reviews, performance tuning, security hardening, configuration review, migration planning, bug fixes, etc. The Gold option also includes a dedicated Technical Account Manager.

Support Options	Developer Level		Standard Level**		Enterprise Level**	
	Silver	Gold	Silver	Gold	Silver	Gold
Support Availability	8 x 5	8 x 5	12 x 5	12 x 5	24 x 7	24 x 7
Critical Severity - Response	N/A	N/A	1 Hour	1 Hour	1 Hour	1 Hour
Major Severity - Response	N/A	N/A	4 Hours	4 Hours	4 Hours	4 Hours
Minor Severity - Response	Next Bus. Day	Next Bus. Day	Next Bus. Day	Next Bus. Day	Next Bus. Day	Next Bus. Day
Named Support Contacts	1	1	3	3	6	6
Support Assistance	No Limit	No Limit	No Limit	No Limit	No Limit	No Limit
Consulting Assistance	0	Up to 20 hrs	0	Up to 20 hrs	0	Up to 20 hrs
Web Support	Yes	Yes	Yes	Yes	Yes	Yes
Phone Support	No	No	Yes	Yes	Yes	Yes
Technical Account Mgr.	No	Yes	No	Yes	No	Yes
<b>Other applications can be added incrementally for support.</b>	<b>Developer</b> The Developer subscription is designed to address the needs of institutions that are still in the process of evaluating, testing, or developing. These institutions may 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 recommended for pre-production use of the project.		<b>Standard</b> The Standard subscription is designed for sites that require a full-service support offering to safeguard important implementations. Designed for small to medium-sized deployments, the Standard subscription delivers an attractive low-cost support alternate for budget-conscious institutions.		<b>Enterprise</b> The Enterprise subscription is designed 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, the Enterprise subscription offers exceptional levels of support.	

\*\*Enterprise and Standard support customers may elect a Platinum option to customize their support. Contact Unicorn to discuss how this option may fit with your support needs.

# Types of Open Source Support

The team has expertise in answering support questions, troubleshooting complex issues, and fixing bugs. Unicon's experts support open source projects and are here to answer questions about features, best practices, complex deployments, and to resolve technical issues.

Unicon's Open Source Support service offers two types of assistance: support and consulting.

**Support Assistance:** Included in all support levels, clients receive timely advice to help resolve technical issues. Experts answer any questions, assist in problem resolution, and give advice on installation and configuration. Basic troubleshooting, research and recommendations, and configuration and usage questions are covered under support assistance.

- **Research and Recommendations**

- *Which version is best suited for a job or function?*
- *How will software be affected by a specific security update?*

- **Configuration and Usage**

- *How do I solve a configuration problem in my environment?*
- *How do I solve an integration problem with other specific systems?*

- **Basic Troubleshooting**

- *Why is a given feature not working as expected?*
- *What are possible causes of this unexpected behavior?*

**Consulting Assistance:** Included in the Gold option, clients receive hands-on configuration, deep trouble-shooting, and bug fixes. Tasks around deployment are also included, such as security patches, upgrades, and review of configuration files for best practices.

- **Deployment**

- *Apply a security patch*
- *Simple upgrade to the latest minor version*

- **Hands-On Troubleshooting**

- *Work with administrator to find the root cause of a problem*
- *Work with developers to solve a programming challenge*

- **Bugs & Features**

- *Fix a known bug quickly*
- *Implement a minor feature/improvement*

Experts answer any questions, assist in problem resolution, and give advice on installation and configuration.



# Key Open Source Support Features



- *Direct access to expert technical staff*
- *Multiple support levels to meet varying needs*
- *Up to 24 x 7 support availability via web or phone*
- *Minor, Major, and Critical severity prioritization of support issues*
- *Guaranteed response times*
- *Support for multiple releases of the software*
- *Support assistance with general questions, configuration/ usage, and basic troubleshooting only limited by the number of named support contacts and the coverage option*
- *Consulting assistance available for bug fixes, new features, patches / upgrades, hands-on assistance*

Unicon provides support for the following open source projects:

- CAS
- Grouper
- Shibboleth
- SimpleSAMLphp
- Student Success Plan (SSP)
- EQUELLA
- uPortal



Unicon is an accountable commercial support provider that stands behind its clients. Unicon also understands the importance of listening, understanding needs, and working together with the subscriber to solve problems.

## Direct Access to Dedicated Support and Development Resources

From first contact, subscribers are connected directly with an expert. The program provides experienced responses from seasoned professionals—no scripts, no amateurs, and no language barriers.

## Ongoing Maintenance for Past, Present, and Future Releases

The Open Source Support service provides a flexible timeline for software upgrades. Subscribers are not forced to immediately upgrade to a new release. When the institution or organization is ready to upgrade, Unicon can help. More than a simple provider of support, Unicon participates as an active community member. As an active participant, Unicon is continually abreast of upcoming releases and can provide informed advice on moving to a new release based on the unique needs of the subscriber.

## Consulting Packages

For clients that need further assistance over and above the support levels Unicon offers a variety of consulting packages.

- *Security review and deployment hardening*
- *Architecture review and recommendations*
- *Configuration review and recommendations*
- *Performance review and recommendations*
- *Version upgrades*
- *Custom development and integration*

For more information or to get started, please contact us at:

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## Community Relationships

