



OpenLogic Technical Support Overview

Introduction

OpenLogic provides enterprise-grade technical support for organizations using open source software. OpenLogic customers receive 24/7 technical support for more than 400 open source technologies, with guaranteed SLAs, and direct access to highly experienced enterprise architects.

We understand the frustration that occurs when tickets need to be escalated. That's why every support ticket is answered by a technical enterprise architect with 15+ years of experience, eliminating the need for multi-tier support and saving valuable time. OpenLogic architects assist customers with everything from complex configurations to interoperability, scalability, and performance issues.

Using a trusted advisor and support partner like OpenLogic allows organizations to confidently adopt, deploy, and maintain open source software at scale.

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OpenLogic Technical Support

OpenLogic technical support services include of assistance with problem resolution, defects, and “how to” questions, as well as advice and recommendations on functionality, installation, and configuration of supported open source software. OpenLogic technical support incidents can be submitted via support portal, email, or by phone. Customers may submit an unlimited number of technical support incidents and have an unlimited number of contacts for the contracted supported technology. OpenLogic technical support does not include hands-on execution of commands in the customer’s systems.

A list of supported technologies or packages can be found at: www.openlogic.com/supported-technology

Service Level Agreements

Details about the technical support process, response times, types of issues, and severity of issues are provided in the Open Source Support Services terms, which can be found at: www.perforce.com/sites/default/files/pdfs/oss-support-sla.pdf

OpenLogic offers three levels of support per supported package: Gold, Silver, or Bronze. These support levels are designed to provide varying levels of response times to meet customers’ diverse needs and budgets. Not all open source technologies are available at all levels.

OpenLogic uses its commercially reasonable efforts to respond and resolve incidents submitted by customers based on the following criteria:

Support Level	Gold	Silver	Bronze
Blocker (Severity 1)	1 hour initial response time. 72 hours solution or workaround time.	4 hours initial response time. 5 business days for solution or workaround time.	4 hours initial response time.
Critical (Severity 2)	1 hour initial response time. 5 business days for solution or workaround.	4 hours initial response time. 30 business days for solution or workaround.	4 hours initial response time.
Major (Severity 3)	4 hour initial response time. 30 business days for solution or workaround.	4 hours initial response time. 30 business days for solution or workaround.	4 hours initial response time.

SEVERITY DEFINITIONS:

Severity	Definition
Blocker (Severity 1)	Issues that severely affect the functionality of the open source software. As a result of the impaired functionality, active end users are impacted and cannot use the software. Severity 1 incidents occur only in production environments, impact the business operations, and warrant immediate response.
Critical (Severity 2)	Issues that affect the overall functionality or ability to use open source software, resulting in noticeable impaired or degraded performance, but allow business operations to continue. Severity 2 incidents can occur in production, pre-production, test, or development environments.
Major (Severity 3)	Issues that do not affect the overall functionality or ability to use the open source software, but limit usability or affect completeness. Severity 3 incidents have minimal or no impact to business operations.

All support incidents must relate to open source software in a previously deployed and performant environment. Performing installations, migrations, or similar activities at the customer's systems are not part of technical support, but are available for purchase via a professional services agreement with OpenLogic.

All technical support is provided in English.

Technical Support Process

The following is information on how we define and measure initial response time and resolution time, which are key metrics in providing high-quality support to our customers.

INITIAL RESPONSE TIME

Initial response time refers to the amount of time it takes for the OpenLogic team to acknowledge a customer's initial support request or inquiry. It starts when the customer submits a ticket or contacts support via portal, email, or phone.

Initial response time is measured from the time the customer submits the incident to OpenLogic to the time OpenLogic acknowledges receipt of the incident and the incident is assigned to a technical enterprise architect.

The primary goal of specifying a response time in an SLA is to assure customers that their request has been received and is being addressed. It helps to manage expectations and provides a timeframe for when customers can expect to hear back from OpenLogic architects.

The initial steps to meet the initial response time include:

- Creating the incident record
- Assigning ticket severity, including communication with customer to agree on the level of severity
- Obtaining and documenting required information about the incident

After the initial response time, OpenLogic communicates with the customer to provide technical updates or follow up questions specific to the investigation of the incident.

RESOLUTION TIME

Resolution time refers to the total time it takes for the OpenLogic team to resolve a customer's issue or inquiry, starting from the moment the customer submits the request until the issue is resolved.

Steps for incident resolution include:

- Reviewing documented incident information, validating, and discussing with the customer that the nature and scope of the incident is appropriate for the requested severity level.
- Analyzing the customer incident to determine a root cause based on the provided information.
- Providing next step recommendations to either gather additional required information or possibly recreate the incident.
- Participating in conference calls with the customer upon request to investigate and expedite resolution.
- Providing resolution of the incident with recommendations or workarounds.
- Potentially recommending issue resolution be handled by professional services due to the resolution being outside of the scope of support. (This will alter the resolution time.)

Resolution times correspond only to OpenLogic response time. If the incident requires the customer to provide answers or additional information, the OpenLogic resolution time will be adjusted to the time when the incident is assigned back to OpenLogic.

Types of Technical Support Provided

Technical support in open source software may be inherently complex and require in-depth analysis and reproduction of errors in order to reach a resolution. OpenLogic resolution times allow our team to thoroughly investigate and address these complex issues, ensuring a more reliable and permanent solution.

OpenLogic provides technical support to the most-used and most-popular open source software. When adding open source technology to our extensive list of more than 400 technologies, our evaluation criteria involves the maturity, reliability, and stability of the open source software. Because of that, only a small minority of our customer support cases are about system failovers or bugs in the code.

More often, our customers are grappling with installation and configuration challenges, seeking guidance on functionality, or evaluating open source alternatives.

OpenLogic experts have years of experience working in large scale environments and deployments. We can help with planning and assisting during new release deployments, addressing scalability concerns, ensuring best practices for upgrades, and patching open source software.

OpenLogic also helps customers in navigating the impact of disclosed security vulnerabilities (CVEs), tackling questions and issues during migrations or between releases, and providing recommendations to effectively manage risks.

Common Customer Support Cases

OpenLogic experts provide assistance, guidance, advice, support, and recommendations for the following scenarios:

INSTALLATION AND CONFIGURATION

Guidance to resolve installation or configuration issues, including questions during planning or execution.

ALTERNATIVES EVALUATION

Valuable insights and real-life experience to assist in evaluating the pros and cons of open source alternatives. Note: hands-on proof-of-concept or testing open source software is outside the scope of technical support.

RELEASE PLANNING AND TESTING

Advice on plans for effectively testing new open source releases, including answering questions about functionality and installation, and during customer testing.

SCALABILITY GUIDANCE

Real-world insight and advice based on years of experience in large deployments to help optimize scalability while maintaining performance.

UPGRADES AND PATCH DEPLOYMENT

Answers and best practices for upgrades and patch deployments to keep software infrastructure secure and up-to-date.

CVE IMPACT ASSESSMENT

Guidance on understanding the impact of disclosed common vulnerabilities and exposures (CVEs) to mitigate associated risks.

MIGRATION SUPPORT

Assistance and recommendations to effectively manage risks whether migrating between releases or technologies.

INTEGRATION AND PERFORMANCE

Assistance with integration issues and overall operational functionality to ensure open source software stacks work seamlessly together, and to improve overall functionality, and performance.

CONTAINER-BASED DEPLOYMENTS

Recommendations and support with deployments on container-based environments, leveraging the benefits of containerization at scale or with Kubernetes-native open source software.

PROACTIVE FEATURE AND FUNCTIONALITY QUERIES

Answers for questions about specific open source software features, differences between technologies, experience in deployment, and much more.

How OpenLogic Works with Open Source Communities

While OpenLogic can help identify software bugs or security vulnerabilities, we can only collaborate with the respective open source community to resolve such issues. We actively engage with open source communities to contribute changes and fixes, which are sent back to them and may be incorporated into future releases.

OpenLogic does NOT provide fixes directly to customers, as that would effectively fork the open source project and make that version no longer open source. Instead, we work with the open source communities to continue the “open source way” where everyone benefits from the fixes and enhancements of the community. OpenLogic does not support proprietary/closed software.

Due to the nature of open source software development, and the governance by contributors and maintainers of open source projects, OpenLogic cannot guarantee that open source communities will accept any fixes or contributions offered by OpenLogic.

If a fix or contribution is not accepted by the community, OpenLogic will continue to work with the customer to implement workarounds or recommend alternative open source software.

A very small percentage of customer support cases involve bugs, and open source communities of the open source software supported by OpenLogic are active communities with constant updates and enhancements.

Boundaries of OpenLogic Technical Support

OpenLogic technical support covers a broad spectrum of themes and subjects; however, there are specific elements that fall outside the purview of our service offerings. The following are conditions that apply to OpenLogic technical support:

Out of Scope:

- Any updates made by the customer or third party to the open source software that are not released by the corresponding open source community are outside the scope of OpenLogic support.
- Generally, open source software versions that have been designated as end-of-life by the corresponding open source project do not qualify for technical support. However, every open source project has different, and sometimes changing, release cycles, so OpenLogic technical support may continue while the customer upgrades to the latest version. See Long-Term Support on pg. 7 for more details.

Applicable Environments:

- All support incidents must relate to open source software in a previously deployed and performant environment. Performing installations, migrations, or other actions in the customer environment is out of the scope of OpenLogic technical support and is considered a professional services project. See Professional Services on pg. 8 for more details.

The OpenLogic support SLAs assumes the customer owns their control plane. OpenLogic can still provide assistance in managed environments; but accountability to the SLA timeframes cannot be guaranteed. For example, when troubleshooting an outage where the restoration of service requires examining the logs or restarting a process in the control plane, the manager of that service must be able to furnish the logs and restart the service to ensure the OpenLogic SLA for service restoration can be achieved.

OpenLogic Long-Term Support

OpenLogic Long-Term Support (LTS) provides custom code patches post end-of-life for applicable open source software. Patches address disclosed vulnerabilities (CVEs). We currently offer long-term support for AngularJS and CentOS.

OpenLogic LTS offerings are subject to their own pricing.

Pricing

OpenLogic pricing is structured around the number of instances installed per open source package or technology. An instance is an installation of the open source software in a server, node, container, etc. The pricing levels — namely Gold, Silver, and Bronze SLAs — offer different levels of support and benefits to cater to varying customer needs. Each level corresponds to a specific price point based on the number of instances utilized.

When calculating the number of instances, OpenLogic considers installations across all environments (on-prem, cloud, or hybrid), including development, testing, pre-production, and production. This comprehensive approach ensures that customers receive support for all stages of their software development lifecycle, allowing them to leverage OpenLogic open source technical expertise and assistance at every crucial step.

Pricing structure rewards scalability. As the number of instances increases, the cost per instance decreases. Customers benefit from lower pricing as their utilization grows, leveraging the value of OpenLogic support services across a wider range of instances and open source technologies.

Regardless of the SLA level and number of instances tier chosen, customers enjoy unlimited support tickets, meaning they can submit as many inquiries or requests for assistance as needed. Moreover, there are no limitations on the number of support contacts who can access support services, allowing organizations to

involve multiple team members and stakeholders in seeking assistance.

To accommodate budgeting and financial planning, OpenLogic employs an annual purchase order system. Customers can make a single purchase order for a year-long or multi-year contract. This streamlines the procurement process and provides customers with consistent access to support throughout the contracted period.

Proactive Workshop Consultations

OpenLogic technical support includes open source workshop consultations. These workshops explore a customer's deployment of open source software and practices to identify potential areas of improvement and risks.

The consultation evaluates the organization's software stacks, and identifies:

- Unsupported software
- Potential gaps in open source software stacks
- Strengths and weaknesses in the use of open source
- Overall open source support recommendations

To ensure a proper understanding of the organization's open source landscape, this 1 to 3-hour consultation requires collaboration between OpenLogic subject matter experts and customer personnel close to open source technologies deployed. These proactive sessions cover various aspects of the open source deployment, including use cases, people involved, implementations, and associated processes. A discussion with key stakeholders is required to accurately assess the state of open source software in the organization.

Quarterly Business Reviews (QBR)

QBRs are included with OpenLogic support services and are an opportunity for the customer and Open Logic to meet regularly to review and assess the effectiveness and efficiency of the technical support offering, address user feedback, operational challenges, success stories, and action planning.

QBRs allow both parties to identify areas for improvement, align goals with the customer objectives, and plan for the future. It promotes collaboration, strategic thinking, and a customer-centric approach to continue to deliver high-quality expert technical support services.

Professional Services

In addition to enterprise technical support for open source software, customers can request:

- Help with a new technology that is outside their support plan.
- Upgrading, migrating, or implementing open source software at customer premises.
- Unbiased expertise to audit the tech stack, ensuring it's working as intended, and configured optimally to meet future-state goals.

Customers can purchase professional services hours and bundle them with a technical support plan at any time. Please inquire for pricing.

Migrations

OpenLogic provides experts who can help you understand whether an open source migration makes sense for customer requirements. Customers can partner with OpenLogic for general guidance such as technology considerations and required migration steps — and can engage OpenLogic to perform and manage the entire migration.

Technical Account Manager Program

If a customer chooses to engage in this service, OpenLogic assigns a technical account manager (TAM) to serve as a trusted, strategic adviser during the customer's engagement with OpenLogic — a TAM is a dedicated resource to help maximize and speed up time-to-value with enterprise open source software. Please inquire for pricing.

Customized Training

OpenLogic offers expert, instructor-led trainings and workshops on a range of open source software and technologies, including automation, orchestration, DevOps, and more. OpenLogic can create custom training courses or workshops tailored to specific needs. Please inquire for options and pricing.