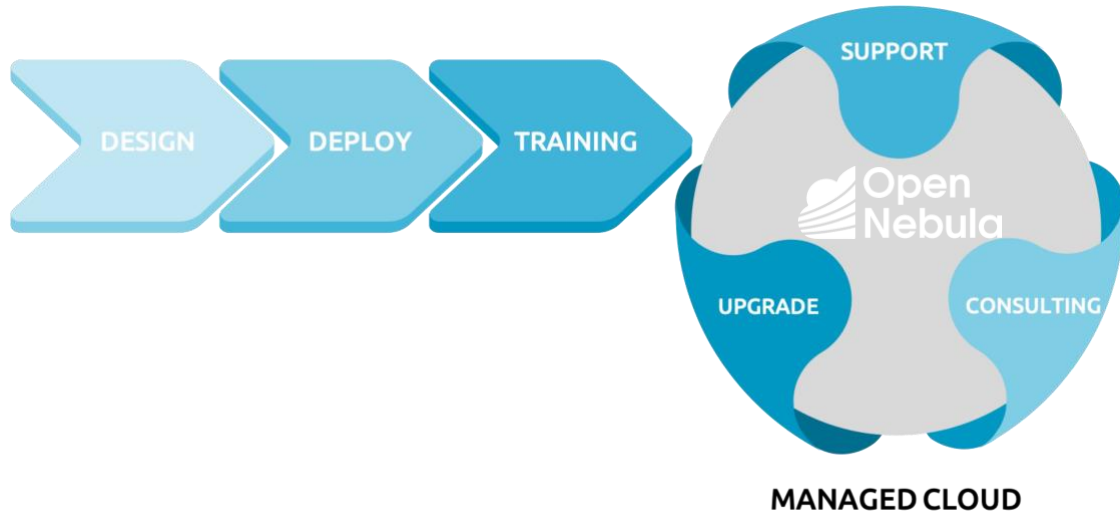


# Support and Services



## Bolster your Cloud with an OpenNebula Subscription

The annual OpenNebula subscription is the key to securing quality, stability, and excellence within your OpenNebula infrastructure. It provides the assurance of always being backed by the expert team that develops and maintains the OpenNebula software solution, saving you effort and expense in the long run. Support subscriptions are run under established SLA guidelines to provide transparency and peace-of-mind. Having a support subscription unlocks additional benefits including gaining access to an enterprise repository with the Enterprise Edition of OpenNebula and Enterprise Tools, as well as access to exclusive Knowledge Base contents and Professional Services provided by our OpenNebula Systems engineers.

Deployment	The Cloud Deployment service focuses on helping you design, plan, and deploy an OpenNebula cloud on your premises or in a hosted environment. Pull the experts in to get your cloud environment up and running, getting it done right, from start to finish.
Upgrade	Stay current and benefit from the latest features with the Cloud Upgrade service. Have the OpenNebula experts assess, upgrade, and validate your cloud instance in a streamlined process that minimizes errors and downtime, and maximizes stability.
Training	Take part in the comprehensive training classes conducted by the authorities on OpenNebula—both public and private classes are available.
Consulting and	Get expert help from our OpenNebula professionals—from best practices in the Engineering successful evaluation, design, and operation of your cloud architectures, to the optimal configuration and customization of OpenNebula to fit into your data center.
Development	Accelerate the features that are planned in the roadmap, from new functionality to driver enhancements. All new code must be contributed upstream under Apache 2.0 license into the next OpenNebula release. There are no custom distributions.
Managed Cloud	Easy deployment is only half the story. Avoid having to deal with management, maintenance, or future upgrade costs for your associated infrastructure and services and let OpenNebula Systems operate your OpenNebula cloud.

### Remote Services

All services are remotely delivered by OpenNebula Systems Engineers and Consultants with years of experience designing and building OpenNebula solutions. Benefit from improved affordability - eliminating travel expenses, improved flexibility - allowing partial work days, when necessary, and enhanced agility - accommodating most scheduling requirements.

# Support and Professional Services



## Management Models for your Enterprise Cloud

Our customers have different needs that are constantly evolving over time and we believe that you should always be able to choose the management model and deployment method that better meet your requirements and help accelerate your business, wherever you are in your process of digital transformation.

While our Self-Managed model is suitable for those companies that manage and operate their own infrastructure and simply require support from OpenNebula Systems, the new Managed Model has been designed for companies that delegate the management of their cloud to OpenNebula Systems to reduce operational overhead and complexities, so that they can focus instead on what matters most: their applications.

### SELF-MANAGED MODEL

Deployment Model	Infrastructure	Managed By	Supported By	Services
Customized Clusters - Your choice of cloud infrastructure components. Refer to <i>Open Architecture</i> and <i>VMware Architecture</i> white papers	On-premises or on your choice of bare-metal cloud or hosting provider	Customer	OpenNebula Systems for cloud management and Vendors for specific platforms	OpenNebula Subscription and Cloud Deployment and Upgrade services
Edge Clusters - Hyper-converged design based on solid open source technologies. Refer to <i>Edge Cloud Architecture</i> white paper	Physical and virtual resources on-premises or on your choice of cloud or hosting provider	Customer	OpenNebula Systems for the complete cloud stack	Subscription with the Edge Cluster extension* and Cloud Deployment and Upgrade services

### MANAGED CLOUD MODEL

Deployment Model	Infrastructure	Managed By	Supported By	Services
Customized Clusters - Your choice of cloud infrastructure components. Refer to <i>Open Architecture</i> and <i>VMware Architecture</i> white papers	On-premises or on your choice of bare-metal cloud or hosting provider	OpenNebula's Managed Service Provider partner	OpenNebula's Managed Service Provider with official support from OpenNebula Systems	Directly provided by the OpenNebula's Managed Service Provider partner
Edge Clusters - Hyper-converged design based on solid open source technologies. Refer to <i>Edge Cloud Architecture</i> white paper	Physical and virtual resources on-premises or on your choice of cloud or hosting provider	OpenNebula Systems	OpenNebula Systems for the complete cloud stack	OpenNebula Subscription with the Managed Services extension**

(\* ) This is a new deployment model that at the moment is only available to customers that have commissioned a Cloud Deployment service with OpenNebula Systems.

(\*\* ) Managed Cloud Subscription must always be preceded by an OpenNebula Cloud Deployment Service (subject to a separate service engagement). OpenNebula Systems does not provide Managed Services to clouds designed and deployed by the Customer or by a third party.

# Support and Professional Services



## OpenNebula Subscription Plans

Based on your needs, we offer three types of enterprise subscriptions:

- Basic is a subscription plan for organizations that do not need SLA-based support to operate test, development and non-critical deployments.
- Standard is a subscription plan for organizations that require expert support assistance with 9x5 SLA to operate a cloud environment for production services.
- Premium is a subscription plan for organizations that require expert support assistance with 24x7 SLA to operate a cloud environment for production services.

Subscription Plans	Basic	Standard	Premium
<b>OPENNEBULA ENTERPRISE SOFTWARE</b>			
Enterprise Repository	✓	✓	✓
Enterprise Edition with Upgrade Path	✓	✓	✓
Regular Updates and LTS Releases	✓	✓	✓
Enterprise Tools	✓	✓	✓
Workarounds and Hot Fixes		✓	✓
Product Influence			✓
<b>OPENNEBULA ENTERPRISE SUPPORT</b>			
Enterprise Portal	✓	✓	✓
Privacy and Security	✓	✓	✓
Critical Issue Notifications	✓	✓	✓
Knowledge Base	✓	✓	✓
Expert SLA-based Support	2 business days	9x5	24x7
Remote Access (via ssh)			✓
Supervised Upgrade Assistance			✓
<b>ACCESS TO OPENNEBULA SUPPORT EXTENSIONS **</b>			
Hypervisor Host Support (add-on)	✓	✓	✓
Edge Cluster Support (add-on)*	✓	✓	✓
Managed Cloud with SLA (add-on)		99.9%	99.9%
Live Support (add-on)		✓	✓
Extended Life Support (add-on)		✓	✓
<b>ACCESS TO OPENNEBULA ENTERPRISE SERVICES **</b>			
Fund a Feature Program and Training	✓	✓	✓
Cloud Deployment and Upgrade	✓	✓	✓
Consulting and Engineering	✓	✓	✓
<b>LEGAL PROTECTION</b>			
OpenNebula Powered Logo	✓	✓	✓
Indemnification & Licensing Flexibility		✓	✓

## ANNUAL SUBSCRIPTION STARTS AT

Single front-end deployment			
On-Premises: Cost per physical server (VMware   KVM   LXN   Firecracker)			

(\*) This is a deployment model that at the moment is only available to customers that have commissioned a Cloud Deployment service

(\*\*) Subject to purchase and agreement of appropriate extensions or services

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Reference: OpenNebula Services - Rev20210226