

vOneCloud is a virtual appliance for vSphere that transforms an existing VMware vCenter deployment into an automated, self-service private cloud. vOneCloud exposes a multi-tenant, cloud-like provisioning layer, including features like virtual data centers and self-service portal.

OpenNebula Systems offers commercial support subscriptions for vOneCloud that provide users with everything needed throughout the entire subscription term in one all-inclusive highly competitive price for unlimited number of servers and incidents.

Commercial support services are offered at three levels:

- **Basic Level:** Cost-effective support with basic SLAs within regular business hours.
- **Standard Production Level:** Expert support with production SLAs within regular business hours.
- **Premium Production Level:** Expert support around the clock with production SLAs 24x7.

Benefit	Community	Basic	Advanced	Premium
SOFTWARE				
Certified Software	✓	✓	✓	✓
Open-source Code	✓	✓	✓	✓
Regular Updates	✓	✓	✓	✓
Maintenance Releases	✓	✓	✓	✓
Automatic Updates		✓	✓	✓
Product Influence			✓	✓
Minor Enhancements and Hot Fixes				✓
DOCUMENTATION				
Online	✓	✓	✓	✓
PDFs	✓	✓	✓	✓
SUPPORT SLA				
Severity 1	Best-effort	Normal (1 bus day)	Urgent (2 bus hours)	Urgent (2 hours)
Severity 2	Best-effort	Normal (1 bus day)	High (4 bus hours)	High (4 hours)
Severity 3	Best-effort	Low (2 bus days)	Normal (1 bus day)	Normal (1 bus day)
Severity 4	Best-effort	Low (2 bus days)	Low (2 bus days)	Low (2 bus days)
Hours of Coverage		9x5 (CET and EST)	9x5 (CET and EST)	24x7 (Severity 1 and 2)
Support Portal with Privacy and Security		✓	✓	✓
Number of Named Accounts at portal		1	1	2
Number of Incidents		Unlimited	Unlimited	Unlimited
Number of Hosts and VMs		Unlimited	Unlimited	Unlimited
Annual Cost for First vCenter	Free	€2,000 (\$2,500)	€4,000 (\$5,000)	€6,000 (\$7,500)
Annual Cost for Additional vCenters	Free	€1,200 (\$1,500)	€2,400 (\$3,000)	€3,600 (\$4,500)
Maximum Cost per vOneCloud Instance	Free	€8,000 (\$10,000)	€16,000 (\$20,000)	€24,000 (\$30,000)

There is no extra cost beyond 5 vCenter instances within the same instance. A progressive discount is applied for additional vOneCloud instances within the same administrative domain. OpenNebula Systems applies discounts for Education, Government and Non-Profit institutions.

Description of Benefits

Certified Software. vOneCloud is thoroughly tested and certified for enterprise environments.

Open-source Code. vOneCloud is based on OpenNebula, every component is fully open-source.

Regular Updates. Regular updates and upgrades with new features.

Maintenance Releases. Regular and asynchronous maintenance releases that incorporate fixes and minor enhancements.

Automatic Update. Automatic update process to simplify the deployment of new versions in production environments.

Minor Enhancements. Delivery of software patches to provide minor enhancements.

Hot Fixes. Software patches to solve critical impact issues as part of an incident resolution.

Product Influence. We listen to all users when determining our product roadmap, but the feature requests by users with an active subscription get bumped up to the front of the line..

Online Guides. All guides for users and operators are available at the vOneCloud site.

PDF Guides. PDF version of the online guides.

Community Support. Support by an active community, on a volunteer basis. Repairs/enhancements are made (or accepted) by project contributors on a best-effort basis, with no guarantees of either resolution or timeliness.

Support Portal Access. The vOneCloud Support Portal provides all of the benefits of a commercial subscription such as direct interactions with the experts, real-time tracking of incidents, and critical issue notifications.

Commercial Support SLAs. Commercial Support Subscriptions provide expert production support and include:

- Problem diagnosis, resolution and bug fixing
- Solving unexpected problems when using, installing or configuring the software
- Guidance about tuning for optimal and scalable performance in your environment
- Answering "how to" questions related to standard and intended product usage
- Offering hints about how to go around missing features

Support excludes modified software, releases not available at vOneCloud websites, third-party drivers, system design, training, issues arising from non-standard usage of products, on-site services, remote access services, development services, technology preview features, unsupported platforms, and code not distributed as part of an official product distribution.

Privacy and Security. IT assets often provide a critical competitive advantage, so enterprises are understandably concerned that using public mailing lists for technical support may reveal confidential corporate information. The privacy and security of the Support Portal ensure that your confidential corporate information always remains private.