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TALK TO AN OSS EXPERT

(/PRODUCTS-SERVICES/OPEN-SOURCE-SUPPORT/TALK-TO-A

# OpenLogic open source support

## Solve open source issues with full-stack enterprise support

Our support stack | Support options | One number to call | What is an open source architect?

With OpenLogic open source support, you get much more than fast bug fixes, you get around-the-clock access to Tier 3/4 open source architects and developers ready to support, consult, and educate your team to solve issues across your entire software stack and development lifecycle. Our vendor-neutral, unbiased support covers the top open source software packages used in mission-critical production environments and includes:

- Guaranteed service level agreements (SLAs) with all support contracts
- 12x5 Silver Support or 24x7 Gold Support with around-the-clock coverage
- Access to Tier 3/4 open source architects, developers, and a dedicated CentOS development team
- The confidence to troubleshoot production issues, optimize performance, and complete system upgrades
- The experience to assess projects, perform architecture and security reviews, hold on-site classroom training, and create technical white papers
- Available support for CentOS Linux (/products-services/open-source-support/centos-linux-support) with a dedicated development team providing patches and hotfixes hosted on our own CentOS repository

You can see a sampling of the packages we support in our support stack below.

If you're committed to adopting open source, here are seven key questions (/resources/white-papers/7-questions-select-deploy-maintain-open-source) to think about when determining how effective your current strategy is against the common hurdles.

**"WITHOUT THEIR SUPPORT WE WOULD HAVE BEEN FLOUNDERING WITHIN THE JAVA SDK AND TOMCAT, AND WOULD NOT HAVE ADVANCED TO WHERE WE ARE TODAY."**

## Get a Customized Support Quote

\* First Name:

\* Last Name:

\* Company:

**2017 Open Source Support Report** ✕

The realities and results of open source in the field

**DOWNLOAD REPORT**

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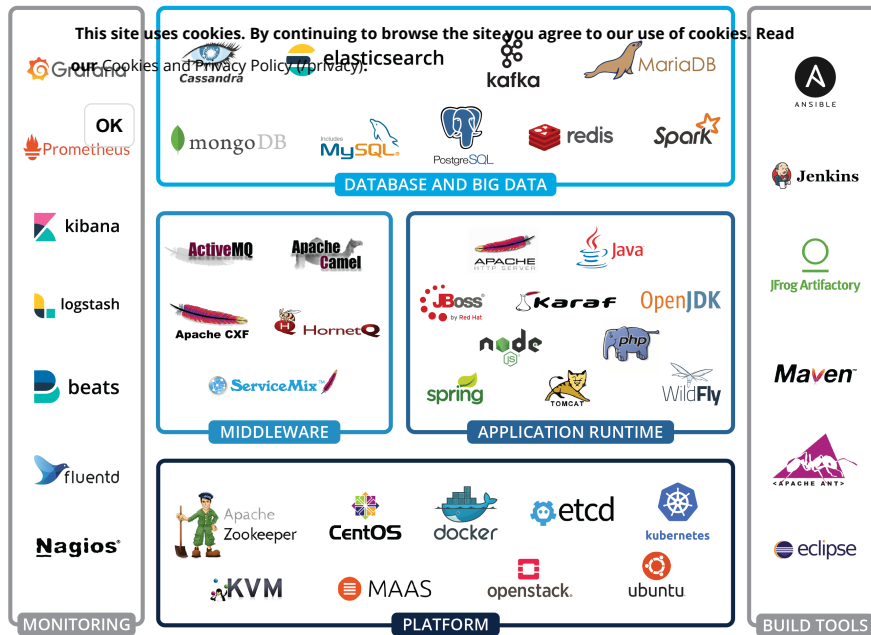
## Solving the open source support challenge

Open source software is everywhere from servers and storage to operating systems and entire cloud architectures. The well-known parts of your IT infrastructure are slowly being replaced by open source packages. What happens when the OSS doesn't work? Do you have the resources, knowledge, and time to diagnose and fix it now? We do.

### Common support questions:

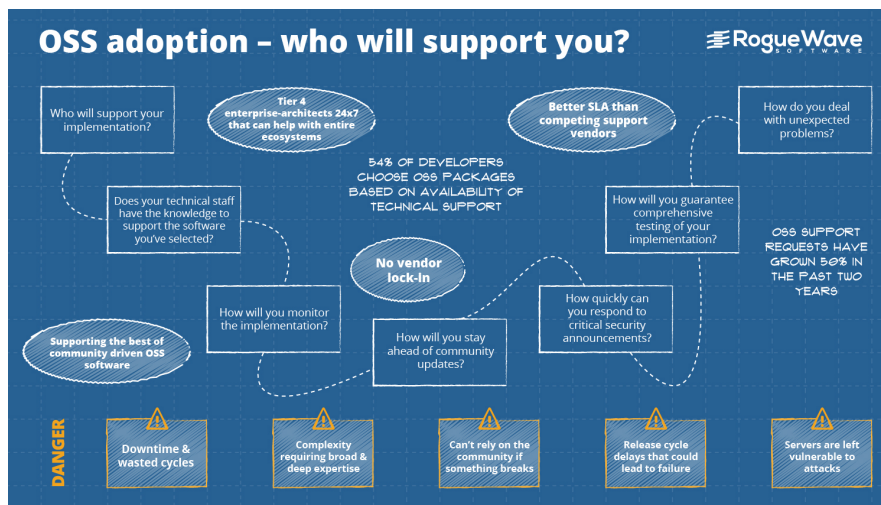
- Which open source package or package version is best suited for a particular job or function?
- Are any of the open source packages used in my environment not recommended?
- Are there alternative packages I should consider deploying?
- How do I set up or use a particular function within an open source package?
- What changes were made in a specific version of an open source package?
- What benefits can be gained by using a certain version of an open source package?
- How will I be affected by a specific security update?

### Our OSS support stack and support blueprint



(/sites/rw/files/assets/rw\_open\_source\_support-new.png)

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(/sites/rw/files/assets/roguewave-OSS-support-roadmap-asset2016-vf-no-cta.jpg)

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## Support options

Some enterprises view open source support as an insurance policy, while others rely on support for detailed assistance and problem resolution. That's why we offer multiple consultative support options that allow you to customize your level of service to your exact needs:

	Silver Support	Gold Support
Hours	12x5 (business hours)	24x7 (around the clock)
Service level agreement	4-hour response	1-hour response
Problem submission	phone / email / online	phone / email / online

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	Silver Support	Gold Support
Supported packages	Hundreds of OSS packages CentOS Linux	Hundreds of OSS packages CentOS Linux
Number of named contacts	Unlimited	Unlimited
Number of support cases	Unlimited	Unlimited

**“OPENLOGIC OPEN SOURCE SUPPORT WORKED THROUGH THE NIGHT TO PROVIDE A SOLUTION WITHIN 9 HOURS.”**

## One number to call for all packages

With only one number to call to speak with an open source architect, there's no need for confusing and costly escalation processes or expensive component-level contracts that don't cover your entire stack. Whether the problem originates in one package or is the result of complex interactions across the stack, our experts have the training, experience, and mandate to handle all of them. These are your front-line experts, answering questions and delivering solutions just as anyone on your team should be.

## What is an open source architect?

An open source architect is much more than a seasoned developer, they're an influential thought leader able to diagnose, solve, and explain difficult technical issues while enabling positive change within an organization. They do this by understanding that many issues aren't just technical, they could involve process and political challenges as well, which means environments must be understood, conversations must be guided, and efforts moved forward to avoid analysis paralysis and drive progress.

OpenLogic architects operate at a Tier 3 and Tier 4 level, meaning they're experts in their fields and have the experience to not only solve issues seen before but also research and create solutions to new or unknown scenarios (and they often assist Tier 2 and 3 staff). They provide much more than support, they lead the organization towards successful completion by:

- Offering unbiased, expert advice on the top OSS packages used by enterprises
- Giving comprehensive, influential guidance and training
- Providing the answers necessary to progress in the right direction
- Being held accountable for their continued performance against rigorous standards

### RELATED RESOURCES

#### REPORT

Forrester Report: Weighing the Options for Java Support  
[\(/resources/reports/forrester-report-weighing-options-java-support\)](/resources/reports/forrester-report-weighing-options-java-support)

Managing new costs or considering alternatives, like OpenJDK? Now's the time to decide.

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Make the move from RHEL to CentOS (/resources/datasheets/make-the-move-from-rhel-to-centos)

Get up and running quickly with migration support from OpenLogic enterprise architects

 VIDEO



(/resources/videos/what-is-openlogic)

How OpenLogic helps you build & manage your OSS (/resources/videos/what-is-openlogic)

Your source for curated solutions, expert support, and training

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OpenLogic Open Source Solutions (/resources/datasheets/openlogic-open-source-solutions)

Build and maintain pure open source-based solutions with enterprise-class support

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**Application Security (/capabilities/application-security)**

Protect your software against security risks by detecting vulnerabilities within code and during runtime. With advanced static code analysis, runtime debugging, predictive analytics, and open source scanning, you're covered.

Strengthen your code ▶



## (/capabilities/static-code-analysis)

**Static Code Analysis (/capabilities/static-code-analysis)**

Detect security, safety, and reliability issues continuously as code is written – as early as possible.

See how it works ▶



## (/capabilities/predictive-analytics)

**Embedded Analytics (/capabilities/embedded-analytics)**

Deliver sophisticated analytics without worrying about the underlying algorithms by embedding proven modeling, forecasting, and optimization functions within your apps.

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