



OpenESB Enterprise Edition
Professional support service plans

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Abstract:

This document provides a short guide on OpenESB support plans. This document is not contractual. All information and details contained in this document are only an indication. We reserve the right to modify or improve our services without notice.

Status:

This Document is in a final state.



ABOUT PYMMA CONSULTING

Pymma Services is a technical architect bureau founded in 1999 and headquartered in London, United Kingdom. It provides expertise in service oriented integration systems design and implementation. Leader of OpenESB project, Pymma is recognised as one of the main actors in the integration landscape. It deeply invests in open source projects such as Drools rules engine and gravitee.io. Pymma is a European company based in London with regional offices in France, Belgium and Canada. (contact@pymma.com or visit our website on www.pymma.com)





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Introduction

Pymma is the main sponsor and contributor to OpenESB project, the main part of OpenESB's improvements, new features and documentation come from our research laboratories. Our architects and developers have the best OpenESB knowledge on the market. For you to get advantage of this expertise, Pymma offers to the companies and governmental organisations a complete support on OpenESB Enterprise Edition. Alongside with our professional consulting, our professional support allows you to get the best from OpenESB:

- Direct access to OpenESB architects and developers
- Last versions and fixes
- Strong reliability and advanced features with OpenESB Enterprise Edition

This document summarises the service level plans proposed by Pymma.

- Professional plan is dedicated to companies and governmental organisations requiring a strong and complete support on OpenESB.
- Advanced plan is dedicated to companies and governmental organisations with strong requirements in term of availability and SLA.

Feel free to contact us for more details on our technical support at contact@pymma.com

Pymma Support services

Support Level	Professional	Advanced
OpenESB Enterprise Edition	Yes	Yes
Maintenance release	Yes	Yes
Web support	24 x 7	24 x 7
Email Support	24 x 7	24 x 7
Phone Support	Business hours CET	24 x 7
Authorised support contacts	2	4
Business review	No	Yes

Table 1

Details:

- **Web and Email Support:** Access is available at any time through Pymma Support Website or by email. The company may submit and manage cases online.
- **Phone Support:** Company may access Pymma Support via phone to submit a case. Case status and other information may be accessed on-line by the company.
- **Authorized Support Contacts:** Authorized Support contacts are named persons in the Company's organization who are authorized to submit cases to Pymma Support and to work directly with Pymma experts. Only Authorized Support Contacts may submit cases as well as receive status information with respect to Pymma Support. The company agrees to name as contacts, people reasonably trained on OpenESB.
- **Business Reviews and Strategic Planning:** Company may request that Pymma provide an annual business review conducted by Pymma management to discuss

deployment request for enhancements and for insight into OpenESB stack roadmap.

- **Advanced support** is provided on highly available and redundant environment only

Service level agreement

During the Subscription Term, Pymma shall provide the company with Service Levels consisting of the following: (i) online, email, or telephone support regarding use and deployment of the Software in accordance with the table2 below; (ii) Major and Minor Releases of the same Software product(s) licensed by the Company ("Maintenance") and (iii) support with respect to Errors as set forth below.

Priority	Description
Priority 1	Urgent: Production system: application or critical feature / function is down, affecting all or a large population of end users. No workaround is available.
Priority 2	High: Production system: a major feature or function is not working correctly and is blocking full use of the system, but other features are still operational. Pre-production system: a major feature or function is not working correctly and could delay deployment or upgrade
Priority 3	Normal: A minor issue is impacting usability or the administration of the system, but a workaround is available and major features/functions are working correctly
Priority 4	Low: Intermittent or unexpected behaviour is observed, which suggests a possible problem or a request for enhancement (RFE). Low or no user impact.

Table 2

Error Response

Upon receipt of notice of an Error, Pymma's shall assign appropriate technical personnel to the issue and provide the company with the acknowledgment that it has received such Error notice (such actions together, a "**Response**"). Pymma will provide the company with a Response to each incident in accordance with the table below. Pymma will use commercially reasonable efforts to promptly resolve each incident, although the company acknowledges that the actual resolution time will depend on the nature of the incident and the resolution. A resolution may consist of a fix, workaround or other solution in Pymma's reasonable determination.

Pymma will respond to incident report based on the service priority of the incident as defined below and target to respond to the company in accordance with the table below.

Priority	Professional plan	Advanced plan
Priority 1: Urgent	1 day	4 hours
Priority 2: High	2 days	8 hours
Priority 3: Normal	3 days	1 days
Priority 4: Low	4 days	2 days

Error Designation

Pymma's support personnel will (a) verify Errors detected by the company, provided that the Errors can be recreated with an unmodified version of the Software and (b) determine the severity of the support request and whether the support request is a Priority 1 Error, a Priority 2 Error, a Priority 3 Error, a Priority 4 Error or not an Error.

Conditions for providing support.

Pymma's obligation to provide Support is conditioned upon the following: The company makes reasonable efforts (a) to correct the error after consulting with Pymma; (b) to provide documents and submit a reproducible test case to Pymma; (c) provides background information; (d) describes any troubleshooting steps taken by the company; (e) describes, if applicable, any changes to the OpenESB environment.

(f) If requested, the company submits validated log, configuration and other files to Pymma for analysis; (g) provides timely and accurate responses to Pymma's requests (h) timely feedback on fixes and recommendations; (i) access to third party vendor support as required (j) all documentation requested by Pymma's technical Support in relation to incidents reported; (k) designated point of contact for each incident reported; (l) access to all logs and statistics that may be requested by Pymma in relation to incidents reported

Exclusion

The following are excluded from Pymma's Support and Maintenance obligations: (i) Software that is used on or in conjunction with hardware or software other than as specified in the Pymma recommendations; (ii) altered or modified Software, unless altered or modified by Pymma; (iii) defects in the Software due to accident, hardware malfunction, abuse or improper use; (iv) any version of the Software for which Support and Maintenance services have been discontinued by Pymma; (v) any Error caused by third party software or hardware not licensed through Pymma; (vi) evaluation software or other software provided at no charge; and (vii) open source versions of OpenESB products.

Suspension of Support and Maintenance.

Pymma reserves the right to suspend performance of Support and Maintenance if the company fails to pay any amount that is payable to Pymma under the Agreement within thirty (30) days after such amount becomes due.

Confidentiality

The information in this Proposal shall not be disclosed outside your company or group and shall not be duplicated, used or disclosed in whole or in part for any purpose other than to evaluate the Proposal, provided that if a contract is awarded to Pymma as a result of or in connection with the submission of this Proposal, your company shall have the right to duplicate, use or disclose the information to the extent provided by the contract. This restriction does not limit the right of your company to use information contained in the proposal if it is obtained from another source without restriction. This proposal shall be valid for the period of 30 days from the date of above.

Standard Service Fees

The price listed below can be subject to change and negotiation following your context and details provided by your company. Feel free to contact us for a pricing. Contact@pymma.com

