Production Support Subscription for SymmetricDS

JumpMind is your expert source for data replication software across the enterprise. Our premiere product, SymmetricDS, is the leading open source database replication solution because it is scalable, web-enabled, and both platform and database independent. With the explosive growth in downloads of SymmetricDS, we have seen a demand for professional services by companies who depend on it to support mission critical parts of their business. Many retailers rely on SymmetricDS for synchronization between stores and corporate office; Health Care organizations depend on it to support branch locations; and Telecommunication companies use it to enable provisioning products.

The SymmetricDS core is, and always will be, open source, which means free community support is available online, through the forums and the issue tracker. In a production environment, we have found that clients demand fast, more experienced help from the original architects and engineers — people who have the knowledge and experience to design, tune, troubleshoot, and shape future versions of the product.

To meet this demand, JumpMind provides Production Support Subscriptions designed to provide your organization with expert, dependable support for your mission critical application in production.

Production Support Subscription Options

JumpMind Support Subscriptions give you the support resources you need right now, with options for a level of support that accommodates the unique needs of your organization. We offer upgradable levels of support which provide excellent value driven by our relentless commitment to customer satisfaction.

STANDARD SUPPORT

Standard Support Subscriptions equip you with the services needed to resolve your technical issues. It includes web-based and email support, issue tracking, self-help forums, product releases, and updates. For Priority 1 issues, Standard Support Subscriptions include a six business-hour maximum initial response time. Standard Support Subscriptions also include bug fix requests, unlimited issue reporting, and version support.

ENTERPRISE SUPPORT

Enterprise Support Subscriptions give you the level of coverage needed for business-critical applications with the addition of 24 x 7 phone-based coverage for Priority 1 incidents and 8 am to 5 pm business-hours coverage for Priorities 2-4. Enterprise Support Subscriptions include everything from Standard Support along with quicker maximum initial response times.

Support Levels:	Standard	Enterprise
Software		
Certified Version	Yes	Yes
Product Updates	Yes	Yes
Fixes Requests	Yes	Yes
Version Support	12 months	24 months
Indemnification Options	No	Yes
Support Services		
Knowledge Base	Yes	Yes
Support Forum	Yes	Yes
Issue Tracking	Yes	Yes
Web Support	Yes	Yes
Email Support	Yes	Yes
Number of Issues	Unlimited	Unlimited
Named Contacts	2	10
Initial Contact via Phone	No	Yes
Service Level Agreements		
Support Access*	8x5	24 x 7 for Priority 1 (8x5 for Priority 2-4)
Priority 1 Response *	6 hours	2 hours
Priority 2 Response *	1 day	6 hours
Priority 3 Response *	2 days	1 day
Priority 4 Response *	2 days	1 day

* Times are in business days/hours, US Eastern time zone, except in the case of 24x7 Priority 1 issues for Enterprise Support

Support Services

- **Certified Version and Maintenance Updates** – Customers have access to the latest version of the software that is certified for production use. Maintenance updates are provided that include enhancements, bug fixes, and performance tuning.

- **Requested Enhancements and Bug Fixes** – Customers can request to expedite enhancements or fixes that have been reported. While SymmetricDS is open source (anyone can see and modify the code) it takes time, staff, and experience to successfully implement enhancements. Our services provide an alternative: We provide custom development services so you can take advantage of open source flexibility without the learning curve. We provide support and project-based feature development to give you the exact functionality you need.

- **Version Support Period** – If you aren't able to stay on the latest version of the software, your support subscription allows you to obtain support and fixes for prior minor versions (*e.g.*, all 2.x versions). An extended support period for major versions is available on request

- **Knowledge Base** – Customers have access to a collection of articles that identify common questions, issues, and advice on using, configuring and extending the product.

- **Incident Tracking** – Full incident tracking capabilities are provided to monitor your requests. During the resolution process, the customer and support engineers can add comments, upload attachments, and update status.

- **Web / Email / Phone Support** – Depending on the level of support, customers have access to support engineers through the web, email, or phone.

Quality of Service

- **Highly Skilled** – Our support engineers are comprised of the architects and engineers of the software. Customers' questions are answered by the developers of the product. This means issues are resolved more efficiently and accurately.

- **Priority Level** – Each issue is given a priority level based on your assessment of how business is impacted. A higher priority level escalates the issue and gives it an appropriate response from our team.

- **Responsive** – Priority levels have a guaranteed maximum initial response time. We strive to exceed our published times whenever possible, as well.

- **Commitment** – We are committed to customer satisfaction and successful deployment of our products. We constantly look for improvements in our process and incorporate feedback from our customers to deliver outstanding results.

No matter which support option you choose, you can count on consistent, high quality support from engineers that know more about the product than anyone else.

For more information and pricing, please contact us at (888) 942-JUMP or visit our website at www.jumpmind.com.

About JumpMind

JumpMind, Inc., provides support and development services for SymmetricDS (www.symmetricds.org). Using a commercial open source business model, JumpMind eliminates software license fees while providing support, services, and product enhancements via annual support subscriptions. With the popularity of SymmetricDS as a top 500 project on SourceForge, JumpMind has helped with production deployments at companies ranging from small organizations to the Fortune 500.

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