ROGUE WAVE OPEN SOURCE SUPPORT

Solve open source issues with enterprise-class support

Have you ever missed critical deadlines because you were blocked on an unfamiliar open source software (OSS) package?
Have you struggled to recover after a critical production crash?
Can you safely and efficiently migrate your data?

Rogue Wave OSS experts support the top open source packages for issues encountered in both development and production environments, ranging from configuration issues to functional failures. Rogue Wave Open Source Support ensures consistent uptime for critical applications that use open source software. We offer:

• Guaranteed service level agreements (SLAs) with all support contracts
• Two support levels: 24x7 Gold and 12x5 Silver with one number to call
• Lower-cost service than vendor-specific providers
• Direct access to Tier 3/4 open source architects and a dedicated CentOS development team
• Expertise and coverage of hundreds of packages
• Fast root-cause identification across multiple packages
• Enhanced support for CentOS with hotfixes and patches
• Vendor-neutral, unbiased expert advice on OSS

We support the market’s top packages across the technology stack.
Create your own support bundle
Choose a cost-effective mix of open source packages that fit your environment, bringing expert troubleshooting, configuration, and architectural solutions to your team.

Support bundle options:
- Java Application Stack (LAMP for Java)
- Middleware Stack
- Container Stack
- Development SDLC Stack
- Custom 3 or 6-pack bundle

Enhanced support for CentOS
Bring expertise and around-the-clock support to your organization with Rogue Wave enhanced support for CentOS. This service offers guidance, training, and solutions to troubleshoot issues and optimize deployments along with competitive pricing.

Rogue Wave enhanced support for CentOS provides hotfixes and patches directly through a secure repository, allowing immediate updates and action without waiting for the CentOS community to catch up. This lets you maintain a current and tested version of CentOS that includes the fixes necessary to keep your system running.

Open source consulting and training
Rogue Wave offers consulting packages to provide hands-on guidance to address technical issues that can halt development and cause release deadlines to be missed. We offer expertise in some of the top open source packages available.

All Rogue Wave Open Source Support personnel qualify as enterprise architects and our problem solving approach is not limited to the OSS packages under support, rather we solve problems by considering the entire stack (operating system, app server, proxy server, database, middleware, and libraries). The combined quality of our staff and the scope of our expertise make Rogue Wave Open Source Support unique in the industry and a premium offering.

Open source support options

<table>
<thead>
<tr>
<th>Hours</th>
<th>Gold</th>
<th>Silver</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service level agreement</td>
<td>24x7 (Around the clock)</td>
<td>12x5 (8am to 8pm MDT)</td>
</tr>
<tr>
<td>Severity level 1</td>
<td>Initial response: 1-hour</td>
<td>Initial response: 4-hours</td>
</tr>
<tr>
<td></td>
<td>Solution/Workaround: 72-hours</td>
<td>Solution/Workaround: 5 business days</td>
</tr>
<tr>
<td>Severity level 2</td>
<td>Initial response: 1-hour</td>
<td>Initial response: 4-hours</td>
</tr>
<tr>
<td></td>
<td>Solution/Workaround: 5 business days</td>
<td>Solution/Workaround: 30 business days</td>
</tr>
<tr>
<td>Severity level 3</td>
<td>Initial response: 4-hours</td>
<td>Initial response: 4-hours</td>
</tr>
<tr>
<td></td>
<td>Solution/Workaround: 30 business days</td>
<td>Solution/Workaround: 30 business days</td>
</tr>
</tbody>
</table>

Problem submission
- Phone / Email / Online

Number of named contacts
- Unlimited

Severity level definitions
- **Severity 1:** This categorization describes an error that severely affects the overall performance of the software function or process resulting in corrupted data, blocked functionality or inaccurate results.
- **Severity 2:** This categorization describes an error that materially affects the overall performance of the software function or process resulting in noticeably impaired performance, but where business operations can continue and results are accurate.
- **Severity 3:** This categorization describes an error that does not materially affect the overall performance of the function or process, but limits usability or affects completeness.