



## ENTERPRISE SUPPORT PROGRAMS

Crucial to the adoption of Apache Software Foundation (ASF) software projects as well as a host of other open source technologies as critical infrastructure components is the reassurance that comes with enterprise-level support. Covalent Enterprise Support goes beyond the availability of technical support engineers. It includes a depth of knowledge about Apache software and other open-source technologies and key add-on modules that is unmatched in the industry. Having an unrivaled team of ASF and other open source developers at Covalent puts us in the best position of being able to provide the requisite degree of support for these key Apache projects and other open source technologies. Support offerings are provided in three categories for engagement at the appropriate level of urgency, cost and scalability.

Covalent Support programs include product updates, security patches, and technical support all for a single price.

### Full Commercial Support Offerings

#### Apache HTTP

Apache HTTP has been the most popular Web server on the Internet since April of 1996. More than 68% of the websites on the Internet are using Apache, thus making it more widely used than all other Web servers combined and the dominant Web server in the Fortune 1000.

#### Apache Tomcat

The Apache Tomcat Application Server is the servlet container that is used in the official Reference Implementation for the Java Servlet and JavaServer Pages technologies, and one of the most popular open source technologies in the world today.

#### Apache Geronimo

The Apache Geronimo Application Server is a lightweight, open source J2EE application server developed and made available by the Apache Software Foundation and distributed under the Apache license.

#### Apache Axis and Axis2

Apache Axis is the open source framework for creating, integrating, and deploying Web services applications. Apache Axis2 is a complete re-design and re-write of the widely used Apache Axis SOAP stack.

#### Apache Roller

Apache Roller is a full-featured, multi-user and group-blog server from the Apache Software Foundation suitable for blog sites large and small.

#### Apache ActiveMQ

Apache ActiveMQ is the most popular and powerful open source Message Broker and Enterprise Integration Patterns provider from the Apache Software Foundation.

#### Add-On Technologies

Add-on technical support is also available on a per-incident basis for the following technologies: mod\_aspdotnet, Apache ActiveMQ, Apache Flood, Apache Jakarta Commons Logging, Apache James, Apache JMeter, Apache log4j, Apache Lucene, Apache Struts, Apache Xalan, Apache Xerces, OpenSSL, and The Spring Framework.

### Enterprise Support Programs

#### Covalent Product Updates

The Covalent maintenance program, included with each Support Plan, provides customers with all minor and major updates and security patches to software builds for the term of the Support Plan.

#### Covalent Technical Support

Covalent Enterprise Support is available in 3 different plans. From an incident-based plan to complete 24x7 coverage, Covalent offers a plan that meets the needs for responsive, world-class support. All plans include access to Covalent's online Knowledge Base and FAQs, as well as downloadable documentation. Each plan differs in the degree of responsiveness, the hours incidents can be reported, and the support access mechanism (online and/or phone).

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# Covalent technologies



## Support Plan Classification

### Online Support

Online Support is our entry level plan, designed for customers with relatively few servers in a non mission-critical environment. Online Support is available on-line only and is offered from 6:00 AM to 6:00 PM (Pacific) with a guaranteed response time of 1 business day (usually much less). The Online Support plan is an annual plan that permits customers to submit 10 separate incidents during the twelve months of coverage. Additional incidents may be purchased at any time during the term of the support agreement.

### Business Hour Support

Business Hour Support is intended for customers requiring telephone and on-line support for business applications without the round-the-clock coverage supplied by the 24x7 program. Customers who choose Business Hour Support will be able to contact the Covalent Support organization an unlimited number of times between 6:00 AM and 6:00 PM (Pacific) for the life of the support agreement.

### 24x7 Support

24x7 Support is the obvious choice of enterprise customers with mission critical applications, where any and all production issues must be addressed and corrected quickly. With 24x7 Support you can be assured that your Web infrastructure is being supported by the foremost experts in the world.

## Support Terms

Plan	Response Time	Contacts	Incidents	Hours of Operation
Online	1 bus day	1	10	6:00-18:00 (Pacific), Mon-Fri
Business Hour	4 hours	4	Unlimited	6:00-18:00 (Pacific), Mon-Fri
24x7	1 hour	8	Unlimited	24x7

Covalent is proud to support these organizations:



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