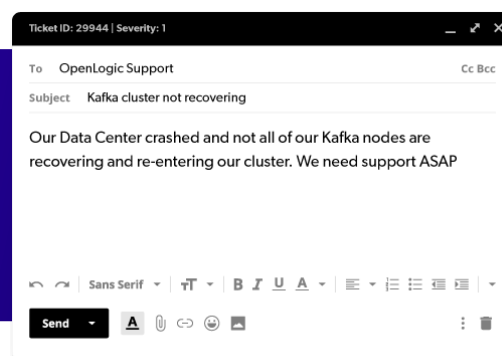perforce
OpenLogic

Technical Support and Services for Over 400 Open Source Technologies

Get the support you need for the open source across your entire enterprise — all in one place. Every support ticket or call is answered by a technical enterprise architect with 15+ years of experience.

We assist our customers with everything from complex open source stacks and configurations to interoperability, scalability, and performance issues.

Support Levels That Suit Your Needs

Not all organizations have the same support needs. With our Gold, Silver, and Bronze support levels, you can pick the level of support that best fits the needs of your infrastructure.

Support Level	Gold	Silver	Bronze
Severity Level 1	**1 hour** Initial Response Time **72 hour** Solution or Workaround Time	**4 hour** Initial Response Time **5 business days** Solution or Workaround Time	**4 hour** Initial Response Time
Severity Level 2	**1 hour** Initial Response Time **5 business days** Solution or Workaround Time	**4 hour** Initial Response Time **30 business days** Solution or Workaround Time	**4 hour** Initial Response Time
Severity Level 3	**4 hour** Initial Response Time **30 business days** Solution or Workaround Time	**4 hour** Initial Response Time **30 business days** Solution or Workaround Time	**4 hour** Initial Response Time
Problem Submission by Phone	✓	✓	✓
Problem Submission by Email	✓	✓	✓
Problem Submission by Online	✓	✓	✓
Supported Packages	See List	See List	See List
Number of Named Contracts	**Unlimited**	**Unlimited**	**Unlimited**

Enterprise Support and Services For Your Mission-Critical Open Source Software

With support for over 400 open source technologies, guaranteed SLAs, and direct access to experienced enterprise architects, OpenLogic customers receive comprehensive support and professional services for the full lifecycle of their open source.

We Provide Support for Top OSS Packages, Including:

Technical Support

With Gold, Silver, and Bronze support levels, and guaranteed SLAs, OpenLogic is the preferred choice for enterprise-grade technical support for open source software.

Long-Term Support (LTS)

We provide access to patches for critical and high severity vulnerabilities via private repositories for EOL software including CentOS, AngularJS, and Bootstrap.

Migration Services

OpenLogic can help move existing systems to the open source packages you want, and do it quickly, safely, and with a high return on investment.

Consultative Guidance

Our enterprise architects can assist you with technical health checks, architecture reviews, technical evaluations, and more.

Why Choose OpenLogic?

Our customers receive consolidated and holistic open source support through our 24x7 ticket-based system, including guaranteed SLAs and direct access to highly experienced enterprise architects. Using a trusted advisor and support partner like OpenLogic allows organizations to confidently adopt and deploy community open source at scale.

One Vendor for Everything Open

OpenLogic supports over 400 open source technologies. Enjoy simplified vendor management and support with no finger pointing.

On Prem, Any Cloud

No matter where you deploy, OpenLogic can help support and improve your open source infrastructure.

Unbiased And Vendor-Neutral

Unlike commercial support vendors that also sell proprietary software, OpenLogic will always recommend the packages that best fit your goals.

Industry Leaders Trust Openlogic

Speak with an OpenLogic expert today to see how we can help you achieve your open source goals.

Contact Us ▶

openlogic.com/talk-to-expert