

Knopflerfish Pro Service Program

Knopflerfish Pro is the commercial version of the Knopflerfish open source OSGi distribution. It is a fully supported product, primarily intended for professional use.

Knopflerfish Pro Service Programs are designed to overcome any issues when developing, deploying and operating your Knopflerfish Pro based products or systems. The Knopflerfish Pro Service Programs thereby give companies the assurance required to use open source software in commercial systems.

There are three standard service programs available, all of them are explained in more detail below. In addition Makewave also provide tailor-made service programs to meet additional requirements or specific needs, e.g. enterprise or company wide licenses or 24/7 support.

Your business is technology. Our business is giving you the right skills to make the best use of that technology. Knopflerfish Pro is certified to be OSGi release 3 compliant. Embedding Knopflerfish Pro in your product allows you to claim: "Contains an OSGi Compliant Service Platform".

When using Knopflerfish Pro there are no additional royalties, development licenses or run-time licenses. You only pay for the service program. The fee is annual and is paid upfront.

Item	Description	Bronze	Silver	Gold
E-mail support*	Unlimited email advisory service 9 to 5, business days	x	x	x
Telephone support*	Unlimited phone advisory service 9 to 5, business days		x	x
Telephone support	Limited phone advisory service outside normal business hours			x
Documentation	Knopflerfish Pro documentation	x	x	x
Bug DB	Access to on-line bug tracking system	x	x	x
Error Rectification	Error corrections in reported defects	x	x	x
Technical Account Owner	Makewave will provide a named Technical Account Owner who is updated with the customers use of Licensed Software and can be used for telephone and e-mail consultation			x
Indemnification	Mitigates the potential risk in the unlikely event of a covered intellectual property infringement claim			x
Systems Expert Access Service	Access to a systems expert from Makewave for technical advice, reviews of design or architecture (days)		1	3
Advance Information	Access to advance information regarding items like upcoming features, API-changes, early access to products, etc.		x	x
Review Meetings	Annual review meeting, covering issues like number of defects issued, number of defects solved number of upgrades delivered and response times			x
Response times	Response time on reported defects (business hours)	16	8	4
Supported developers	The number of developer's supported	1	5	20
Named contact persons	The number of named primary contact persons (customer)	1	1	2

For more information, please contact info@makewave.com, or visit <http://www.makewave.com>