

Knopflerfish Service Programs

The Knopflerfish Service Programs give companies the assurance needed to use open source software in commercial products

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

The Service Programs are available for all versions of Knopflerfish. This includes the standard open source Knopflerfish, Knopflerfish Pro, and the Knopflerfish Pro Extended Editions. You decide which version and service program best fits your best. The table to the right provides an overview what is included in each of the versions of Knopflerfish for an easy comparison.

For each version of Knopflerfish you can select from one of the **Bronze**, **Silver** and **Gold** Service Programs explained in more detail in the table below. Tailor-made Service Programs are available upon request.

Knopflerfish

Service Program for open source Knopflerfish.(SLA)

Knopflerfish Pro

Service Program for Knopflerfish Pro (SLA)

- Certified OSGi compliant
- Knopflerfish Pro value added components
- License and SLA at a fixed annual fee. No additional run-time licensee fees.

Knopflerfish Pro Extended Edition

Service Program for Knopflerfish Pro Extended Edition (SLA)

- Certified OSGi compliant
- Knopflerfish Pro Extended Edition value added components
- SLA at a fixed annual fee. Licenses fee for value added components.

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
	Limited phone advisory service outside normal business hours			x
Bug DB	Access to on-line bug tracking system	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)			
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 sales@makewave.com, or visit <http://www.makewave.com>