

Support offers



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## Inhaltsverzeichnis

1. Why should I sign a support and maintenance contract?.....	3
2. Support.....	3
2.1. Common terms and conditions.....	3
2.2. For free: web support forum with forum.opsi.org.....	4
2.3. Opsi introduction.....	4
2.3.1. Workshop.....	4
2.3.2. Introductory support package.....	4
2.4. Professional – Support.....	5
2.4.1. Services.....	5
2.4.2. Pricing.....	5
2.5. Professional Plus – Support.....	5
2.5.1. Services.....	5
2.5.2. Pricing.....	5
2.6. Enterprise – Support.....	5
2.6.1. Services.....	5
2.6.2. Pricing.....	6
2.7. Enterprise Plus – Support.....	6
2.7.1. Services.....	6
2.7.2. Pricing.....	6
2.8. Enterprise Premium – Support.....	6
2.8.1. Services.....	6
2.8.2. Pricing.....	6
2.9. Enterprise Ultimate – Support.....	6
2.9.1. Services.....	6
2.9.2. Pricing.....	7
2.10. opsi – extension.....	7
2.11. Administration of remote access / VPN.....	7
2.12. Subscriptions.....	7
2.12.1. Update subscription for 'MS Hotfixes'.....	7
2.12.2. Update subscription for the opsi standard packagesUpdate subscription for the opsi standard packages.....	8
2.12.3. Update subscription for 'MS-Office Hotfixes'.....	9
2.13. opsi-server certificates.....	9



## 1. Why should I sign a support and maintenance contract?

The characteristics of every desktop management software (like opsi) are:

- It is used by system admins with a limited amount of time and money
- The learning curve takes several days
- Huge time saving potential when in operation
- Critical when breakdowns and malfunctions occur
- The software system requires maintenance to stay up-to-date for distributing recent software packages
- The software system requires maintenance to support new operating systems (installation as well as software distribution)
- The software system requires maintenance to integrate the latest hardware (new or updated drivers)

The resulting arguments are:

- To procure a software distribution system might be free of charge – the installation, introduction and operation of the system never is.
- The most economical solution for the introduction is to provide workshops and training for the administrators, covering the installation and operation of opsi
- The most economical solution for a continuous operation of opsi is to sign a support and maintenance contract

## 2. Support

### 2.1. Common terms and conditions

charged:

For half-yearly payment 100 € / year, for quarter-yearly payment 200 € / year.

The invoicing of support more than the free minutes, is quarter-yearly and contains a performance record.

The minimal duration of the support and maintenance contracts and subscriptions is one year and extends automatically. The period of notice is 3 months.

The general terms and conditions of uib gmbh are to be applied.

In case of support break: **15 % additional charge**

All prices are exclusive VAT.



## Support and maintenance for opsi updated September 2017

The default support reaction time is one working day. The following terms and conditions as well as the pricing are valid per end customer and standard installation. Please contact us for the special pricing for consultants and special installations. All prices are exclusive VAT.

Our support services covers questions regarding opsi as well as technical questions regarding the operating systems Linux, Windows and network technology.

The prices for the support and maintenance contracts and subscriptions have to be paid once a year in advance. For different modes of payment extra costs will be

### **2.2. For free: web support forum with [forum.opsi.org](http://forum.opsi.org)**

The use of the opsi web forum is open for everybody and free of charge. So there is support free of charge supplied by the community.

In the evaluation phase additional support is supplied by **uib gmbh**.

For productive opsi installations there is no support free of charge supplied by **uib gmbh**.

### **2.3. Opsi introduction**

#### **2.3.1. Workshop**

To introduce opsi to your organization we recommend:

- 4-days workshop at your site (in-house workshop)

#### **Pricing:**

- by request

#### **2.3.2. Introductory support package**

As an alternative to the in-house workshop we offer the introductory support package:

- 4 h phone and email support
- support period is 2 months
- bookable once per end customer

#### **Pricing:**

- 600 € once



## Support and maintenance for opsi updated September 2017

- Additional support time 2.50 € per minute (150 € per hour)
- Remaining (unused) support time expires after 2 months and will be used for product maintenance.

### **2.4. Professional – Support\***

#### **2.4.1. Services**

- Phone and email support
- opsi maintenance
- Support time of 60 minutes per month included
- Remaining (unused) support time cannot be transferred to the next month and will be used for product maintenance

#### **2.4.2. Pricing**

- 145 € per month resp. 1,740 € per annum
- Additional support time 2.42 € per minute (145 € per hour)

### **2.5. Professional Plus – Support\***

#### **2.5.1. Services**

- Phone and email support
- opsi maintenance
- Support time of 120 minutes per month included
- Remaining (unused) support time cannot be transferred to the next month and will be used for product maintenance

#### **2.5.2. Pricing**

- 270 € per month resp. 3,240 € per annum
- Additional support time 2.25 € per minute (135 € per hour)

\* Professional and Professional Plus contracts are only available for installations up to 1000 clients. From 1000 clients on, a higher maintenance is required, covered by Enterprise contracts.



## **2.6. Enterprise – Support**

### **2.6.1. Services**

- Phone and email support
- opsi maintenance
- Support time of 600 minutes (10 h) per 3 months included
- Remaining (unused) support time cannot be transferred to the next quarter and will be used for product maintenance

### **2.6.2. Pricing**

- 400 € per month resp. 4,800 € per annum
- Additional support time 2.00 € per minute (120 € per hour)

## **2.7. Enterprise Plus – Support**

### **2.7.1. Services**

- Phone and email support
- opsi maintenance
- Support time of 900 minutes (15 h) per 3 months included
- Remaining (unused) support time cannot be transferred to the next quarter and will be used for product maintenance

### **2.7.2. Pricing**

- 525 € per month resp. 6,300 € per annum
- Additional support time 1.75 € per minute (105 € per hour)

## **2.8. Enterprise Premium – Support**

### **2.8.1. Services**

- Phone and email support
- opsi maintenance
- Support time of 3.600 minutes (60 h) per 3 months included
- Remaining (unused) support time cannot be transferred to the next quarter and will be used for product maintenance

### **2.8.2. Pricing**

- 1,050 € per month resp. 12,600 € per annum
- Additional support time 1.75 € per minute (105 € per hour)



## **2.9. Enterprise Ultimate – Support**

### **2.9.1. Services**

- Phone and email support
- opsi maintenance
- Support time of 14.400 minutes (240 h) per annum included
- Remaining (unused) support time cannot be transferred to the next quarter and will be used for product maintenance

### **2.9.2. Pricing**

- 2,000 € per month resp. 24,000 € per annum
- Additional support time 1.67 € per minute (100 € per hour)

## **2.10. opsi – extension**

Individual customization (only for customers with support and maintenance contracts)

- Price: By request

## **2.11. Administration of remote access / VPN**

- A remote access to the server simplifies support activities tremendously.
- SSH based access can be established on the fly and on a basis of a regular support request.
- VPN based access requires an extended installation effort and has to be maintained and administered.  
This leads to additional costs of 30 € per month resp. 360 € per annum

## **2.12. Subscriptions**

Subscription prices are per end customer and restricted up to 1,000 clients.

This means

up to 1,000 clients: 1 subscription

1,000 – 2,000 clients: 2 subscriptions

2,000 – 3,000 clients: 3 subscriptions

and so on....



### **2.12.1. Update subscription for 'MS Hotfixes'**

Regular updates for the product:

- ms-hotfix (hotfixes for Windows 7 Professional to Windows 10 / Windows 2016)

The updates will be provided within 3 working days after Microsoft's publication of important and critical patches and delivered via download area (restricted access).

Pricing: 360 € per annum (30 € monthly)

It's not allowed to share subscriptions with someone else.

### **2.12.2. Update subscription for the opsi standard packages**

Regular updates for the products:

- Adobe Reader DC Classic
- Adobe Reader DC Continuous
- Adobe Flashplayer
- Apache OpenOffice.org
- LibreOffice
- Mozilla Firefox (dutch, german, english and french)
- Mozilla Thunderbird (german, english and french)
- Oracle Java VM
- Google Chrome

The updates will be provided within 2 working weeks after manufacturer's release. For critical security patches the opsi packet will be provided within 1 working week after the patch release.

Pricing: 360 € per annum (30 € monthly)

It's not allowed to share subscriptions with someone else.

On request we send you an offer for:

- Mozilla Firefox
- Mozilla Thunderbird
- in further languages





### **2.12.3. Update subscription for 'MS-Office Hotfixes'**

Regular updates for the product:

- MS-Office 2010 (32 Bit)
- MS-Office 2013 (32 Bit)
- MS-Office 2016 (32 Bit)

The updates will be provided within 3 working days after Microsoft's publication of important and critical patches and delivered via download area (restricted access).

Pricing: 360 € per annum (30 € monthly)

It's not allowed to share subscriptions with someone else.

### **2.13. opsi-server certificates**

uib gmbh generates ssl-certificates for opsi-servers to authenticate against the client. These certificates are signed by uib gmbh and are intended for the use with the hostparameter 'verify\_server\_cert\_by\_ca'. For details see the opsi-manual, chapter 'security'.

- The first certificate is 300 € / per annum
- Certificates 2-10 are each 100 € / per annum
- Certificates 11-100 are 50 € / per annum
- above this, each certificate is 25 € / per annum

These sliding scale-prices are valid only, if in case of more than 10 certificates a list with the 'Full Qualified Server Names' with one server name per line is transferred. These sliding scale-prices are valid only, if all certificates are ordered together.

The prices are for customers, who concluded a support-contract with uib gmbh or those who pay opsi-maintenance to a opsi-partner company.

Customers without support-contract pay double the price for certificates.

Certificates are valid for one year.

#### **Discount for 3 or 5 years certificates validity:**

The first certificate costs 810 € for 3 years or 1200 € for 5 years

Certificate 2-10 costs per 270 € for 3 years or 400 € for 5 years