

# CM Support

## Subversion Support Services

**SLAs**

**Supported Configurations**

**And more**

## Subversion Support by SVN Committers

Elego Software Solutions GmbH participates actively in the Subversion development and deploys Subversion in own projects. You benefit from elego's particular Subversion expertise.

We offer support services for various distributions of Apache Subversion. For the support of the product VisualSVN Server Enterprise an partnership with VisualSVN Ltd. is existing. In cooperation with the company CollabNet Inc. we discount the Support of the products CollabNet Subversion and CollabNet Subversion Edge.

### Program Overview

For continuous support, you can choose from among three various support programs (silver, gold, or platinum) which differ in, among other things, the number of incident inquiries, support and reaction times offered.

The following tables provide an overview of the details included in each of the three support packages.

	Silver	Gold	Platinum
Hours	8x5	12x5	24x7
Developer	<150	<250	>250
Contact Persons	2	5	10
Incidents per Year	6	12	24
Telephone Support	No	Yes	Yes
Annual fee Standard Subversion Support	4.995 €	9.995 €	29.995 €
Annual Fee CollabNet Subversion Support	3.995 €	7.995 €	23.995 €

All support subscriptions can be renewed on a yearly basis. A fixed number of incidents are included in the annual price. Additional incident packages can also be ordered on demand.

### Support Hours

All support hours are based on Central European Time (CET).

	Silver	Gold	Platinum
Hours	8x5	12x5	24x7
Days	Monday-Friday	Monday-Friday	Monday-Sunday
Times	9-17	8-20	24 h

### Acknowledgement Time

Each incident is allotted 2-4 hours work by elego. If more work is needed, this may turn into a Consulting Services engagement. Each Incident is documented and tracked via the support system for history, auditing purposes and request resolution process.

Every incident submitted will be acknowledged according to the plan purchased and the case priority. Whenever possible an initial status update will be provided along with the acknowledgement.

	Silver	Gold	Platinum
Priority #1 Critical	max. 3 h	max. 2 h	max. 1 h
Priority #2 Major	max. 24 h	max. 16 h	max. 8 h
Priority #3 Minor	max. 72 h	max. 48 h	max. 24 h
Priority #4 Low	max. 14 d	max. 7 d	max. 5 d

Descriptions of the categories:

- Critical/#1: Working with the system is either no longer possible or only possible in very limited scope. Urgently needed working results cannot be achieved.
- Major/#2: An error has appeared which is intolerable and needs to be fixed immediately. Working with the system is possible but greatly limited.
- Minor/#3: An error has appeared which is tolerable, in the sense that it can be worked around, but must nevertheless be remedied. Working with the system is possible with a small number of limitations.
- Low/#4: An error has appeared causing "unattractive" results. Work is not actually hindered.

### Contact Persons

The client names explicitly contact persons to ensure improved communication and operational excellence.

- Silver: 2 contact persons
- Gold: 5 contact persons
- Platinum: 10 contact persons

### Reporting Issues

Customers are encouraged to submit requests via the web site portal 24x7 to report defects, enhancements or any other issue. Support is granted according to pre-defined guidelines. The expectation for resolution will be based on the complexity of the request and the priority level.

### Phone Support

Gold and Platinum support programs include live telephone support. Calls are limited based on the number of incidents in the preferred support plan.

## Supported Configurations

Components	Standard Subversion	CollabNet Subversion
Subversion	1.6+	1.6+
Server Operating System		
Windows Server 2003, 2008*	Yes	Yes
MacOS X*	Yes	Yes
Red Hat RHEL, CentOS*	Yes	Yes
Linux (SUSE, OpenSUSE, Debian, Ubuntu)	Yes	-
UNIX (HP-UX, AIX)	Yes	-
Solaris*	Yes	Yes
Client Operating System		
Windows 7, Vista, XP	Yes	Yes
MacOS X	Yes	Yes
Red Hat RHEL, CentOS	Yes	Yes
Linux (SUSE, OpenSUSE, Debian, Ubuntu)	Yes	-
UNIX (HP-UX, AIX)	Yes	-
Solaris*	Yes	Yes
Supported Add-Ons & Client Tools		
SVN CLI	Yes	Yes
Subversive for Eclipse	Yes	-
Subclipse for Eclipse	Yes	Yes
TortoiseSVN	Yes	-
SmartSVN	Yes	-
AnkhSVN for Visual Studio	Yes	Yes
CollabNet Subversion Connector for HP Quality Center	-	Yes
CollabNet Connector for IBM Rational ClearCase	-	Platinum program
CollabNet Desktop - Eclipse Edition	-	Yes

A Subscription to a support contract can cover multiple Instances of Subversion (servers) as long as these instances are all deployed under the exact same configuration. Different configurations require separate support contracts.

### Options

For inquiries not covered by the support packages above, individual arrangements for providing additional options are possible at any time.

Such options might include configurations not supported by the standard package such as, for example, support for additional Subversion clients or for individual server environments, etc.

### Software & Patch Maintenance

Installation packages of Apache Subversion are based on sources released by the Subversion Open Source Community and listed at the projects website <http://subversion.apache.org/packages.html>.

Releases of VisualSVN Server Enterprise ED. are provided by VisualSVN Ltd. at <http://www.visualsvn.com/server>.

Releases for CollabNet Subversion are made available at the website of the CollabNet Community <http://open.collab.net>.

We inform you via email of available updates.

### Modules Bookable in Addition

#### Health Checks

As needed additional regular healthchecks can be arranged. The checks take place in stipulated intervals and embrace the complete screening of all repositories in question and a check of the accessibility of the server. A report of the test result is being sent via email.

#### Patch Management

Within the framework of patch management elego takes over the installation of recently released software components. The module comprises a stipulated number of full service patch procedures per year including release monitoring.

### Consulting Services for Subversion

Elego offers a wide range of consulting services, all of which are aimed at helping to optimize the application of Subversion at your organization, thus improving the process of software development.

For more information see <http://www.elegosoft.com/en/cm-services.html>

### Training for Subversion

Elego possesses a comprehensive portfolio of training capacities covering a diverse array of Subversion topics and issues. This knowledge is offered by committers of the Subversion project in open or tailored in-house seminars.

Also see: <http://www.elego.de/en/cm-training.html>

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