

CM Support

Custom Toolstack Support Services

SLAs

Supported Configurations

And more

Support for your complete ALM Toolstack

elego Software Solutions GmbH offers support tailored to your individual configurations.

Beyond others the following tools are supported:

Custom Toolstack Options
Version Control
Apache Subversion Git
Change Management
Atlassian JIRA CollabNet TeamForge Redmine Trac
Build Management
Ant Maven Make
Continuous Integration
Cruise Control Hudson/ Jenkins
Tests + Metrics
JUnit Checkstyle, FindBugs, PMD StyleCop, FxCop
Repository Managers
Archiva Artifactory Nexus
Deployment
Chef CFEngine Docker Puppet
Clients
Commandline Clients Eclipse + PlugIns Visual Studio + PlugIns TortoiseSVN TortoiseGit
Authorization/ Access Control
Active Directory LDAP

elego sets up your stack or carries out a health check for your existing stack. Subsequently elego provides support for the complete stack.

elego has expert knowledge of a wide range of tools, with appropriate reference systems available to our engineers. elego is in good rapport with commercial ALM producers and open source communities.

Program Overview

For continuous support, you can choose from two levels of support (silver or gold) which differ in, among other things, in the included number of incident inquiries and maximum reaction times.

The following tables provide an overview of details of our support packages.

	Silver	Gold
Hours	8x5	12x5
Languages	EN/DE	EN/DE
Contact Persons	2	5
Incidents per Year	12	24
Telephone Support	No	Yes
Basic Package	7.995 €	12.995 €

The prices listed for basic packages refer to a medium sized tool stack including version control.

The real price may differ according to the number of integrated tools and the complexity of the stack.

Support Hours

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

	Silver	Gold
Hours	8x5	12x5
Days	Monday - Friday	Monday - Friday
Times	9-17	8-20

Acknowledgement Time

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.

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

Each incident is allotted up to 4 hours of work by elego. If more work is needed, this may turn into a Consulting Services engagement.

Contact Persons

The client shall explicitly name points of contact to ensure high quality communication and operational excellence.

- Silver: 2 contact persons
Gold: 5 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 support program includes live telephone support. Calls are limited based on the number of incidents in the preferred support plan.

Modules Bookable in Addition

Stack Monitoring

Periodic Health Checks may be arranged if desired. The Checks take place at stipulated intervals. They comprise a check of the entire stack including the integrated version control repositories. The test results will be reported by e-mail.

In case of an incident troubleshooting will be initiated by elego in agreement with the customer.

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

elego offers a wide range of consulting services, all of which are aimed at helping to optimize the deployment of the tool stack at your organization, thus improving the process of software development.

Training

elego possesses a comprehensive portfolio of training capacities covering a large range of Software Configuration Management and ALM topics and issues.

This knowledge is offered by our CM consultants in open or tailored in-house seminars.

Contact Details

elego Software Solutions GmbH
Gustav-Meyer-Allee 25 / Building 12
13355 Berlin

Phone: + 49 30 2345 8696
sales@elegosoft.com