

CM Support

Git Support Services

SLAs

Supported Configurations

And more

Git Support by Git Developers

elego Software Solutions GmbH actively participates in Git and libgit2 development. Thus, with elego, you can benefit from a high level of Git expertise.

We offer support services for various Git clients.

Program Overview

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

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

	Silver	Gold
Hours	8x5	12x5
Languages	EN/DE	EN/DE
Contact Persons	2	5
Incidents per Year	6	12
Telephone Support	No	Yes
Annual Fee	4.995 €	9.995 €
Git Support		

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

Acknowledgement Time

Each incident is allotted up to 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.

	Silver	Gold
Priorität #1 Critical	max. 3 h	max. 2 h
Priorität #2 Major	max. 24 h	max. 16 h
Priorität #3 Minor	max. 72 h	max. 48 h
Priorität #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.

Contact Persons

The client shall explicitly name contact persons to ensure improved 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.

Supported Configurations

Although Git is a distributed version control system, distributed teams need a central server to exchange source code.

Additional components for authentication and authorization are covered.

Git 2.5+
Server Operating Systems
Windows Server 2012, 2008 MacOS X Red Hat RHEL, CentOS SUSE SLES, OpenSUSE, Debian, Ubuntu Solaris
Client Operating Systems
Windows 10, Windows 8, Windows 7, Vista MacOS X Red Hat RHEL, CentOS SUSE SLED, OpenSUSE, Debian, Ubuntu
Supported Server Tools
Gitolite Gerrit
Supported Client Tools & Third Party Tools
Git CLI Egit Msysgit Visual Studio Git Extension SmartGit

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

Options

On request, we will gladly arrange individual support options, tailored to your needs.

Such options might include configurations not supported by the standard package, such as support for other third-party Git clients or for individual server environments, etc.

Prices for individual support programs can differ from the prices listed.

Software & Patch Maintenance

Installation packages of Git are based on sources released by the Git Open Source Community and listed at the projects website <https://code.google.com/p/git-core/downloads/list>

Modules Bookable in Addition

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 Git

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

Training for Git

elego possesses a comprehensive portfolio of training capacities covering a large range of Git topics and issues. This knowledge is offered by committers of the Git project in open or tailored in-house seminars.

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