

CM Support

Subversion Support Services

SLAs

Supported Configurations

And more

Subversion Support by SVN Committers

elego Software Solutions GmbH actively participates in the Subversion development and deploys Subversion in own projects. Thus, with elego, you can benefit from a high level of Subversion expertise.

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

Program Overview

For continuous support, you can choose from two levels of support (silver, and 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 three 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 Standard Subversion Support	4.995 €	9.995 €
Annual Fee CollabNet Subversion Support	3.995 €	7.995 €

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

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
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.

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 issues. 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

Components	Standard Subversion	CollabNet Subversion
Subversion	1.8+	1.8+
Server Operating System		
Windows Server 2012, 2008	Yes	Yes
MacOS X	Yes	Yes
Red Hat RHEL, CentOS	Yes	Yes
Linux (SUSE SLES, OpenSUSE, Debian, Ubuntu)	Yes	-
UNIX (HP-UX, AIX)	Yes	-
Solaris	Yes	Yes
Client Operating System		
Windows 10, Windows 8, Windows 7, Vista	Yes	Yes
MacOS X	Yes	Yes
Red Hat RHEL, CentOS	Yes	Yes
Linux (SUSE SLED, 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 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

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 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 on the project's 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.

Additional Bookable Modules

Health Checks

As needed, additional regular health checks can be arranged. The checks take place in designated 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 deployment of Subversion at your organization, thus improving the process of software development.

Training for Subversion

elego offers a comprehensive portfolio of training capacities covering a large range of Subversion topics and issues. This knowledge is offered by committers of the Subversion project 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@elego.de