

Enterprise Service and Support (ESS)

Solarflare® Enterprise Service and Support (ESS) delivers enterprise-class support services, including contractual service level agreements (SLAs) suitable for deployment in Fortune 1000 data centers as well as high-frequency trading, cloud service providers and HPC environments. This Product Guide explains the features and benefits of ESS and the types of service and support offerings provided.

Solarflare Enterprise Service and Support (ESS) provides a complete software solution that is fully supported by Solarflare. Solarflare ESS is available for all Solarflare server adapters installed with Solarflare kernel drivers, OpenOnload® open source ultra-low latency middleware, and EnterpriseOnload® enterprise-class ultra-low latency middleware.

ESS offers three levels of support: Basic, Standard and Premium.

Basic – provides e-mail support to customers and delivers a response to problems during the next business day, UK time zone.

Standard – provides phone and e-mail support to customers and delivers a response to problems during business hours, UK time zone.

Premium – provides 24x7 phone and e-mail support to customers.

ESS provides flexible service levels for a broad range of customers, from small sites to multi-national corporations with mission-critical applications. Customers who need to comply with Sarbanes-Oxley or similar international regulatory and legal requirements should choose the Premium level.

	Basic	Standard	Premium
Support Response	Next business day (UK), email	Business hours phone (09:00 - 18:00 UK time) email	24x7 phone, email
License (annual)	Per site	Per region (up to three sites)	Worldwide
Minimum Initial Quantity (MIQ)	10	50	100

Basic, Standard and Premium Service Coverage

All ESS service levels are differentiated by geographical coverage. **Basic** covers one site. **Standard** provides regional coverage (up to three sites), and the **Premium** subscription offers worldwide service and support coverage for unlimited sites.

To provide optimal levels of service, ESS requires a Minimum Initial Quantity (MIQ) for each of the three service levels. When purchasing an ESS service level, the customer is required to purchase a minimum quantity of support units (10, 50 or 100) based on the level of service and support desired.

Service Level Agreements (SLAs)

Based on the severity level of a technical problem (“Incident”) and the ESS service level purchased, Solarflare provides specific response times.

Response Time reflects the amount of time for Solarflare to acknowledge a new support incident, respond to the customer and begin its investigation.

Severity Level describes the priority that an incident is given based upon the impact of the problem on the customer’s operation.

	Basic	Standard	Premium
Severity 1	1 business day (UK)	1 hour (09:00 - 18:00 UK time)	1 hour
Severity 2	2 business days (UK)	4 hours (09:00 - 18:00 UK time)	4 hours
Severity 3	2 business days (UK)	1 business day (UK)	1 Day
Severity 4	2 business days UK)	2 business days (UK)	2 Days

For more information on Basic, Standard and Premium levels of support, please contact sales@solarflare.com

ESS Program Summary

	Basic	Standard	Premium
Bug Fixes	Yes	Yes	Yes
Maintenance releases	Yes	Yes	Yes
Support channel	Email	Email	Email & phone
Contractual SLAs	Yes	Yes	Yes
Geographic coverage	Single site	Up to 3 sites total	Worldwide
Response time coverage	Next business day (UK) response	UK business hours (09:00 - 18:00)	24x7
Remote consulting	Solarflare professional service rates	Solarflare professional service rates	20 hours included

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