Enterprise Support Services

	Basic	Pro	Enterprise	Premium
Service Hours				
Support Expert	50	100	200	400
Priority Bug Fixing				
Application Development	NO			
Enterprise Support				
Clustering (# of Instances)	Up to 3	Up to 4	Unlimited	Unlimited
Performance Tuning	Yes	Yes	Yes	Yes
Analytics	Yes	Yes	Yes	Yes
Enterprise Security	Yes	Yes	Yes	Yes
Contract Management & Administration				
Start Time	3 weeks	2 weeks	1 week	1 week
Max Tickets in Progress	1	1	3	5
Appointed Support Engineers	1	1	3	3
Monthly Limit for Support Hours	8	20	50	70
Maximum Response Time	2 days	1 day	1 day	1 day
Ticketing Portal	Yes	Yes	Yes	Yes
Dedicated Mailing List	Yes	Yes	Yes	Yes
Contact Hours	Business hours	Business hours	Business hours	Business hours
Private GitHub Repository	No	Yes	Yes	Yes
Phone Support	No	Yes	Yes	Yes
24x7 Support	No	No	+$5,000	+$5,000

Distinguished Supported Features					
Supported GeoSpatial Frameworks	GeoServer	Yes	Yes	Yes	Yes
	MapStore	Yes	Yes	Yes	Yes
	GeoWebCache	Yes	Yes	Yes	Yes
	GeoNode	Yes	Yes	Yes	Yes
	GeoTools	Yes	Yes	Yes	Yes
	GeoFence	Yes	Yes	Yes	Yes
	CKAN	No	Yes	Yes	Yes
	GeoNetwork	No	Yes	Yes	Yes
Supported DBMS	PostGIS	Yes	Yes	Yes	Yes
	Oracle	Yes	Yes	Yes	Yes
	SQL Server	Yes	Yes	Yes	Yes
	MongoDB	No	Yes	Yes	Yes

GeoSolutions USA
Tel: +1 (301) 337-7055
https://www.geosolutionsgroup.com
info@geosolutionsgroup.com