

		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 <a href="https://www.geosolutionsgroup.com">https://www.geosolutionsgroup.com</a> <a href="mailto:info@geosolutionsgroup.com">info@geosolutionsgroup.com</a>		ALL RIGHTS RESERVED – This document is the exclusive property of GeoSolutions USA which reserves all rights thereto. This document may not be copied, reproduced, communicated or disclosed to others than the intended recipient or used in any way, not even for experimental purposes, without written permission of GeoSolutions USA. and upon request it shall be promptly returned to GeoSolutions USA.			