

# Access OSI's Key Support Services and Experts for Lifecycle Support



# OSI's Enterprise Assurance Program offers trusted, secure, and comprehensive support capabilities to mitigate risk and increase your competitive advantage

Executives have higher expectations of their IT systems today. Critical systems must be reliable, safe, and available to a distributed workforce, with the minimal of downtime or disruption. That's why more customers today rely on the OSI Enterprise Assurance Program (EAP). It provides essential services and resources to maintain your systems' availability and the business applications they support.

By enrolling in OSI's value-packed EAP program, organizations can leverage OSI's deep experience and expertise to reduce risk. They can select the right OSI support coverage level to meet their exact business needs to survive and thrive, even in uncertain times. Specifically, the program offers three individual options: **Silver**, **Gold**, and **Platinum**.

## Levels of Support

### SILVER

The **Silver** level provides help desk, remote system monitoring, and advanced system administration, as well as one site visit per year. It offers system support during business hours from 8:00 am - 8:00 pm, Monday through Friday, with a 12-hour response window. It provides an ideal solution for organizations without internal resources that leverage OSI development exclusively and do not need around the clock support.

### GOLD

The **Gold** level includes help desk, monitoring, and advanced system administration, but comes with 24/7 system support and a shorter response time of 4 hours. Customers can also enjoy full developer support, which includes ERP requirements documentation, management of repositories, and more. The Gold level provides the best value for customers who want maximum protection and flexibility. Access to one of OSI's industry experts at a discounted rate to provide professional expertise in your ERP implementation.

### PLATINUM

With the **Platinum** level, customers enjoy 24/7 help desk, monitoring, and advanced system administration with a 4-hour response window and developer support. In addition, it includes defined audits and complete system upgrades and migration every three years. The Platinum level is for organizations that want around the clock full system management and support, along with peace-of-mind that their ERP system will remain relevant and up-to-date. Access to one of OSI's industry experts at a discounted rate to provide professional expertise in your ERP implementation.

Support	SILVER	GOLD	PLATINUM
<ul style="list-style-type: none"> <li>+ System support and response time</li> </ul>	8am-8pm and 12 hr response time	24/7 and 4 hr response time	24/7 and 4 hr response time
EAP Base	SILVER	GOLD	PLATINUM
<ul style="list-style-type: none"> <li>+ Discount on software renewals</li> <li>+ Redhat and Odoo discounts</li> <li>+ 2 free tickets to osicon</li> <li>+ Two user access to help desk portal</li> <li>+ EAP newsletter</li> <li>+ One site visit a year</li> <li>+ One year commitment</li> </ul>	X	X	X
Help Desk	SILVER	GOLD	PLATINUM
<ul style="list-style-type: none"> <li>+ Customer inventory generation and tracking</li> <li>+ Documentation (maintenance): User-level documentation (needs to be reviewed first to see if it is adequate)</li> <li>+ Access to helpdesk portal for two authorized users</li> <li>+ Phone ticket submission for any users inside the organization</li> <li>+ Access to customer Wiki for two authorized users</li> <li>+ Email ticket submission for two users inside the organization</li> <li>+ Web ticket submission for two users inside the organization</li> <li>+ EAP professional advice</li> <li>+ Odoo troubleshooting and escalation</li> <li>+ Bug fixing of OSI developed modules</li> </ul>	X	X	X
Remote System Monitoring	SILVER	GOLD	PLATINUM
<ul style="list-style-type: none"> <li>+ CPU load exceeds the predetermined acceptable load percentage</li> <li>+ Available free disk space is lower than the predetermined acceptable percentage</li> <li>+ Notification that SSL (Secure Sockets Layer) certificates are expiring within a predetermined number of days</li> <li>+ Database file size exceeds a predetermined acceptable limit</li> <li>+ Monitor PostgreSQL to ensure that disk space is within tolerable limits</li> <li>+ Ensure that there is a full PostgreSQL backup is performed daily within the designated 24 hours period</li> <li>+ Monitor for continuous database connections</li> <li>+ Ensure that file storage size does not exceed predetermined acceptable limits</li> <li>+ Monitor the NGINX service and alert/restart if the service is down</li> <li>+ Monitor the services and alert/restart if the service is down</li> <li>+ Monitor the PostgreSQL service and alert/restart if the service is down</li> </ul>	X	X	X

Advanced System Administration		SILVER	GOLD	PLATINUM
<ul style="list-style-type: none"> <li>+ Configuration management. Using modern configuration management tools to maintain system component configurations.</li> <li>+ Daily full PostgreSQL backups</li> <li>+ Full backups completed nightly and stored in cloud object storage.</li> <li>+ Backups maintained for three days</li> <li>+ Conduct differential PostgreSQL backups every two hours</li> <li>+ Filestore backups completed nightly</li> <li>+ Three full backups maintained. Backups will be retained for two days.</li> <li>+ Apply patches and updates for the operating system and Odoo. Includes relevant documentation about configuration.</li> </ul>	<ul style="list-style-type: none"> <li>+ Conduct performance tests</li> <li>+ Maintain QA and test environments</li> <li>+ License/support renewal for Odoo and Red Hat</li> <li>+ SSL certificate renewal</li> <li>Security alerts</li> <li>+ Up to three audits on systems or processes (to be determined)</li> <li>+ User administration</li> <li>+ Management of cloud account- if applicable</li> <li>+ Audit (OS, app, DB, security, configuration, backup, performance) twice a year</li> <li>+ Disaster recovery exercise performed once a year</li> </ul>	X	X	X
System Health Report Check 2x/year		SILVER	GOLD	PLATINUM
<ul style="list-style-type: none"> <li>+ Average CPU utilization over 30 days</li> <li>+ Current database cluster size</li> <li>+ FileStore size</li> <li>+ Current server space remaining</li> </ul>	<ul style="list-style-type: none"> <li>+ Number of users</li> <li>+ Number of installed modules</li> <li>+ Hardware and data recommendations based on report</li> </ul>	X	X	X
Developer Support		SILVER	GOLD	PLATINUM
<ul style="list-style-type: none"> <li>+ Escalation to Odoo/Editor/Project</li> <li>+ ERP requirements documentation and system blueprints</li> <li>+ Setup repository environment of test and QA environments</li> <li>+ Management of Git repositories</li> </ul>	<ul style="list-style-type: none"> <li>+ Nonfunctional requirements (NFRs) gathering</li> <li>+ Nonfunctional requirements testing</li> <li>+ Execute performance and monitoring tests and make necessary changes (infrastructure or code change).</li> </ul>	X	X	X

ERP Management Committee	SILVER	GOLD	PLATINUM
+ Facilitate committee meetings on at least a quarterly basis.	X	X	X
Audits	SILVER	GOLD	PLATINUM
+ Up to three business or system audits may be undertaken during the term of a service order without additional fees for service.			X
ERP Consulting Time with an Industry Specialist	SILVER	GOLD	PLATINUM
+ Discounted T&M rate for time with one of our industry specialists.		X	X
Migration	SILVER	GOLD	PLATINUM
+ Migration every three years.			X



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