

# GeoServer Enterprise Edition

An unparalleled level of support and service can bring you through the full project lifecycle and into a successful stress-free deployment of open source. Great software can help you achieve great things, and when there are challenges, you'll have the core developers who built it on hand to solve--or better yet--anticipate any problems. This brings peace of mind.

GeoServer EE Clients rest easy knowing there is help a few clicks or a phone call away, with a real-life, really knowledgeable person on the line to provide the answers.

OpenGeo offers two EE packages to choose between so you can feel good about acquiring the right amount of service and support. Both include unlimited first-priority bug fixes not just on GeoServer, but also on OpenLayers and GeoWebCache, along with bundled implementation hours that can be flexibly allocated to any of the three projects.

## Full Enterprise

Full-scale, truly enterprise-level deployments--those that are clustered, secured, and robust--have unique demands that OpenGeo meets with an EE package geared to do just that. This offering is built for organizations working to deploy highly reliable web-based GIS services: it is bundled with enough implementation hours to enable our experts to build, test, and deploy a multi-tier failover cluster of servers. Implementation hours can also be allocated to integrate GeoServer's security system with your chosen user/role management system to ensure the highest level of data integrity and the safety from hostile attacks that your situation requires.

This full enterprise package includes unlimited first-priority bug fixes for GeoServer connectivity with Oracle Spatial, ArcSDE, and DB2, in addition to PostGIS and Shapefiles, to guarantee that your whole enterprise stack is backed by professional support. Our experts will fine tune your systems before deployment, help facilitate a stress-free upgrade, and backport needed bug fixes to assure the stability of your systems. We want to provide the highest level of service possible to our EE Clients, and that means no caps, no 15-minute billing increments, and no need to think twice before picking up the phone.

## Small Enterprise

The Small Enterprise package is geared towards organizations that are deploying GeoServer on a single server, and who don't need to manage accounts or can make use of GeoServer's existing security system. It includes support for GeoServer connectivity to PostGIS and Shapefile, though in certain situations Oracle, ArcSDE or DB2 support may be purchased as an add on.

## Pricing

Pricing is per installation, jettisoning the 'per cpu' fees imposed by traditional proprietary vendors which can hobble a 'solution'. Moreover, our equitable and straightforward pricing models means that the total cost of ownership for the full solution is covered by its price, is disclosed to you upfront, and is never just the start of a long trail of fees.

## Implementation hours

GeoServer Enterprise Edition clients are provided with dedicated implementation hours and the power to decide how these hours can be put to best use. OpenGeo has brought together a seasoned team of expert developers, trainers, and implementation specialists, and this depth of staff translates into three compelling options for use of the implementation hours.

Clients can assess their current and desired levels of in-house expertise, and choose to allocate implementation hours towards application implementation or feature development, or to apply these hours to increase in-house capacity through on-site training and support with our expert geospatial application developers.

### **Option One: Application Implementation**

Upgrade an existing web mapping application to use the powerful open source GeoServer, GeoWebCache and OpenLayers software, with performance optimizations like tile caching and advanced JavaScript techniques to cut load times.

OpenGeo can also work with clients to improve or complete their existing GeoServer and OpenLayers implementations and use our expertise to achieve production-ready quality.

### **Option Two: Expert Training and Support**

Develop in-house capacity through on-site training for your geospatial application developers. OpenGeo's developers—core committers of the GeoServer, GeoWebCache and OpenLayers projects— will transfer their knowledge to your team and even devote time for expert code review and implementation help.

**Option Three: Feature Development**

If specific implementation or training objectives have been obtained, a client may decide that implementation hours would be best spent on improving GeoServer, GeoWebCache or OpenLayers.

Option one is ideal for organizations that primarily use outside consultants and want TOPP to build or improve a single web mapping application. For large or multiple projects that will require more than the 100 included implementation hours, GeoServer Enterprise Edition clients benefit from a special discounted rate. (more details below)

Option two, with its focus on training and mentoring, is geared towards organizations seeking to build in-house capacity through knowledge transfer to their employees. To solidify understanding, in-house staff will be expected to complete most of the development work, but will have an expert to get them up to speed and bypass part of the learning curve.

Option three is tailored for organizations that already have GeoServer applications in production, but want to have the core experts on hand for support with the hard problems. On-demand access to the experts is secured through this commercial agreement that guarantees the support will be there when needed. Since the organization is already up to speed with GeoServer, implementation hours can instead be used to fund desired features in OpenLayers or GeoServer.

**Full Enterprise customers also have the option of using implementation hours with our experts towards two specialized areas:**

**Full Enterprise Option One: Clustering**

Enterprise Clients can choose to leverage OpenGeo's unique expertise to install GeoServer on an existing cluster or a new recommended system, with no limits on number of cpus. The team can configure an enterprise application server like JBoss, WebSphere, WebLogic or Glassfish to work with GeoServer, to handle the high availability demands of the enterprise. Hours can go to load balancing configuration, scalability testing, and enterprise monitoring. The OpenGeo team will build the cluster to handle your unique needs.

**Full Enterprise Option Two: Security**

GeoServer has a powerful security sub-system, that can be integrated with any existing authorization and/or user/role management. The OpenGeo team can perform that integration, tailoring GeoServer's security to work seamless with any enterprise system. The team can also do security analysis and recommendations, to protect against all variety of potential attacks.

## Additional GeoServer Enterprise Edition Services and Benefits

### All GeoServer Enterprise Clients enjoy these additional benefits

#### Priority Bug Fixes

Any bugs reported by GeoServer Enterprise clients enjoy the highest priority in the OpenGeo's GeoServer, GeoWebCache, and OpenLayers queues. OpenGeo is pleased to offer no limit to bug fixes for any single deployment of GeoServer. For Small Enterprise clients this is constrained to Shapefile and PostGIS data formats, while Full Enterprise clients can also prioritize bug fixes on Oracle, ArcSDE and DB2, as well as problems that may arise on clustering application servers.

All reported bugs are investigated and fixed by core committers of the projects. This direct line to key developers, who immediately begin working to quickly resolve an issue and can rapidly deploy a fix into production, provides GeoServer Enterprise Edition clients with a level of access simply not available in proprietary solutions. OpenGeo is proud to be the only company who can offer this in both GeoServer and OpenLayers.

#### Telephone and Web Support

An OpenGeo implementation specialist is available to clients for phone and web-based support from 10 am to 5 pm eastern. Telephone and web-based support can be used to report bugs and to obtain basic deployment and operations advice. This provides instant access to the GeoServer team to help resolve pressing issues.

Expert implementation and code review is considered outside of these client support services, and can be arranged either as part of a client's implementation hours or through a separate contract.

#### Supporting Production Systems

GeoServer Enterprise Edition includes two key support services to help maintain the stability of your production systems.

The GeoServer project generally stops support for older versions as soon as the latest .0 release comes out, if not before. For example, GeoServer 1.5.4 will be the last of the 1.5.x releases. There are bug fixes that have gone into GeoServer 1.6.0 that will not be ported back by the open source community. With TOPP's Enterprise Edition contract, the small fixes that your organization needs will be backported to your environment. This provides stability to a current deployment and reduces risk by allowing clients to defer an upgrade until the newer version is completely solid.

In order to deliver major features, backporting is not advantageous. When a client is ready to upgrade, TOPP will be available to help ensure a smooth transition. Any issues stemming from an upgrade will be resolved as soon as possible through our telephone or web support.

### **A Special Client Discount Consulting Rate**

TOPP's standard consulting rate is \$200 per hour. GeoServer Enterprise Edition clients enjoy a sizable courtesy discount to this rate, which is applied in agreements that supplement implementation hours or cover tasks and services where TOPP's expertise is needed.

## **2008 Enterprise Edition Pricing Schedule**

### **Full Enterprise**

The Full Enterprise package is \$70,000.

It includes 500 implementation hours, with a discounted consulting rate of \$125 an hour on any supplemental hours.

### **Small Enterprise**

The Small Enterprise package is \$20,000.

It includes 100 implementation hours, with a discounted consulting rate of \$150 an hour on any supplemental hours.