



*LIFE Support delivers your technical team constant interaction with the LIFE knowledge network and guarantees your company business continuity. Our LIFE Support product range is highly scalable to match your specific requirements and allows you to have Open Source applications deployed in no-time and without concerns.*

Your customers and users require your entire IT infrastructure to be up and running on a continuous basis. Continuity and availability are the key values on which IT departments or entire businesses are measured, values which are the basis for your choice for Linux in the first place. LIFE has always been a synonym with top-level Linux expertise and indispensable for operational implementations. With LIFE Support, your company can rely on our team of experts to provide a solution to any problem that might occur with your Linux environments.

#### **Release Advice**

Even more than with commercial software, new Linux kernel releases are there on a daily basis. C Libraries change, X interfaces evolve, and your technical team has to decide what to go for. Which release is stable enough for mission-critical deployment? Should we replace the commercial application with its Open Source equivalent? Which feature is important enough to make the upgrade step? Our continued Release Advice will help you accomplish your goals quicker and better.

#### **Debian or Red Hat?**

We support Linux, distribution independent. Our focus is into the 2 most used distributions in Enterprise Environments: Debian and Red Hat.

#### **Audit first**

All of our Support products start out with a full audit of your infrastructure. This ensures you high quality of support you expect. During this time, we will assess your hardware and software infrastructure and generate a detailed report.

#### **Onsite visits – LIFE Assistance**

Our regular site visits follow-up on all recent site changes (technical requirement changes, additions, ideas, Open Source project planning). Documentation and reports are generated to provide an invaluable asset to better understand decisions and control over your infrastructure.

#### **Flexible to suit your needs**

Every environment is special and everybody needs a specific suit of support options. Our support solution are flexible and scale together with the growth of your Linux infrastructure.

#### **Additional Services**

Environment migration planning, upgrade assistance and feasibility studies are additional services which can be performed by your Life Technical Support contact. Our other departments can offer you Consultancy and Educational Services. Whether it's planning for future Linux deployment, configuring clusters or security advice,

#### **Key Features:**

- Guarantees Business continuity on a 24 by 7 basis
- Application configuration jumpstarting and guidance
- Performance analysis troubleshooting
- Total infrastructure audit
- Top level security advice
- Technical Documentation and Reporting
- Release Advice
- Flexible support options tailored for your specific needs
- Onsite support visits

#### **Mission Critical (MC)**

Mission Critical Support means Linux, solid as a rock, it's our top support product delivering 24 by 7 assurance. On top of the onsite support we offer optional remote monitoring facilities. This guarantees your business continuity and focuses on failure prevention and maximum availability. A group of LIFE Support experts will meet and discuss proactively on a regular basis to reach your goals.

#### **Enterprise Ready (ER)**

Enterprise Ready Support is there to assist your company in a flexible and reliable manner. This package includes phone support during working hours only (optionally extendable). Linux is of importance to you and requires to be handled with great care and good planning.

#### **Business Assistance (BA)**

Business Assistance is our entry-level support package. With BA Support, your company can rely on us for problems and onsite assistance. BA delivers a low cost opportunity for continued business assistance.

**Main Feature list:**

	<b>MC</b> <i>Mission Critical</i>	<b>ER</b> <i>Enterprise Ready</i>	<b>BA</b> <i>Business Assistance</i>
Mission-Critical Support Group	v		
Customized Customer Support	v	v	
<b>Infrastructure Audit</b>			
Application configuration audit	v	v	
System environment audit	v	v	
Kernel configuration audit	v	v	
Network infrastructure audit	v	v	
Security audit	v		
Basic infrastructure exploration			v
Typical Audit time*	10 days	5 days	3 days
<b>Onsite Assistance</b>			
Application configuration jumpstarting	v	Optional	Optional
Network architecture assistance	v	Optional	Optional
Performance analysis assistance	v	Optional	Optional
Security Advise	v	Optional	
Open Source Software Version Management	v	Optional	
Technical onsite visit frequency	Standard: 1 day each 3 weeks	Optional: 1 day each 4 weeks	Optional: 1 day each 6 weeks
<b>Coverage Hours and Response Times</b>			
Standard Support coverage	7x24	8:30-18:00, M-F	8:30-18:00, M-F
Standard onsite coverage hours	7x24	8:30-18:00, M-F	8:30-18:00, M-F
Response Times**			
Urgent (phone/onsite)	Live/ 4 Hours	2 Hours/4 Hours	Next Business Day
Serious (phone/onsite)	Live/ 4 Hours	2 Hours/ Next Business Day	Next Business Day
Not Critical (phone/onsite)	2 Hours/ Customer Convenience	2 Hours/ Customer Convenience	Customer Convenience
Extended Coverage Hours		Optional	
Updates and Upgrades by CD-ROM	v	v	v
Remote monitoring	Optional	Optional	
Remote Problem solving	Optional (free)	Optional (free)	Optional (free)

(\*): Audit time may vary from environment to environment and might be determined by a specific statement of work.

(\*\*): Criticality level is defined by the Customers Technical Contact.



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