



## Enterprise Service Subscription

The OpsMailmanager Enterprise Service Subscription enables you to get the best return on your OpsMailmanager investment by providing professional support services, the source code for the software, and easy access to product information for users, administrators and developers.

### How you benefit

Guaranteed response time	Guaranteed response times for reported issues from professional software engineers
As much information and control as you need	OpsMailmanager software source code is available to your development team, along with direct access to our product engineers, product wiki, mailing lists and user and technical documentation
Quick, easy and predictable software updates	Opsera prioritises software updates and shares the OpsMailmanager release cycle and feature roadmap via our wiki and mailing lists. You will receive priority maintenance release for critical software issues and support for upgrades
Track your issues easily	OpsMailmanager Enterprise has a transparent issue prioritisation process. You have direct access to Opsera's JIRA issue management system, enabling you to view issue history and track progress.
Technical expertise	Support is provided by the same team that develops OpsMailmanager, so you are always dealing with the experts.
Reduced risk	Discuss any changes to your integrated systems with us before you make them. Assess the impact of deploying new systems. Opsera are experts in OpsMailmanager system implementation and management.
Peace of mind	With our enterprise service subscription you know that any problems with your OpsMailmanager system will be diagnosed and resolved quickly and effectively.

### What you get

OpsMailmanager software and source code	OpsMailmanager source code is provided to customers with an enterprise support subscription under a commercial End User Licence Agreement.
Software tested for quality, performance, stability and security	OpsMailmanager releases are rigorously tested by our systems engineers for quality, performance, stability and security before being deployed.
Guaranteed response times	Issue escalation and resolution with a Service Level Agreement offering guaranteed response times
Opsera JIRA issue tracking	Raise, track and manage support issues directly with Opsera via our JIRA system.

For more information on OpsMailmanager please visit our website or contact us:

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[opsmailmanager@opsera.com](mailto:opsmailmanager@opsera.com)

[www.opsera.com](http://www.opsera.com)

Opsera product engineers	Access to Opsera product engineers for installation, configuration and performance tuning advice
Maintenance releases	Free maintenance releases, upgrades and patches released according to published timescales
OpsMailmanager mailing lists and wiki	Access to OpsMailmanager wiki, including user guides, technical documentation, testing protocols etc., and product mailing lists covering discussions around code development, new features and notifications of code changes
Technical and User documentation	Access to OpsMailmanager User Administrator and Developer Guides, including guides for MS Outlook, Lotus Notes, Mozilla Thunderbird and Novell GroupWise users.

## Enterprise Service Subscription Levels

The OpsMailmanager Enterprise Support Service Subscriptions is available at three levels, allowing you to choose the subscription that best meets your needs.

Enterprise Support	Bronze	Silver	Gold
Online documentation	✓	✓	✓
Mailing lists	✓	✓	✓
Email support	✓	✓	✓
Web access to issue tracking software	✓	✓	✓
Telephone support	-	-	✓
Support Incidents	10	18	Unlimited
Technical contacts	1	2	4
OpsMailmanager systems	1	1 production, 1 test	1 production, 1 test
Priority 1 response	4 hours	4 hours	4 hours
Priority 2 response	8 hours	8 hours	4 hours
Priority 3 response	16 hours	12 hours	8 hours
Coverage period	Business Hours	Business Hours	Business Hours

Software development, on-site consulting and training are also available through Opsera's OpsMailmanager consulting services to provide a tailored implementation to exactly meet your specific requirements.

For more information on OpsMailmanager, or to download the software, please visit our website or contact us:

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**Opsera**

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