

Support offers



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## **1. Why should I sign a support and maintenance contract?**

The characteristics of every desktop management software (like opsi) are:

- It is used by system admins with a limited amount of time and money
- The learning curve takes several days
- Huge time saving potential when in operation
- Critical when breakdowns and malfunctions occur
- The software system requires maintenance to stay up-to-date for distributing recent software packages
- The software system requires maintenance to support new operating systems (installation as well as software distribution)
- The software system requires maintenance to integrate the latest hardware (new or updated drivers)

**The resulting arguments are:**

- To procure a software distribution system might be free of charge – the installation, introduction and operation of the system never is.
- The most economical solution for the introduction is to provide workshops and training for the administrators, covering the installation and operation of opsi
- The most economical solution for a continuous operation of opsi is to sign a support and maintenance contract



## 2. Support offers

### 2.1. For free: web support forum under [forum.opsi.org](http://forum.opsi.org)

The use of the opsi web forum is open for everybody and free of charge. In the evaluation phase additional support is supplied by **uib gmbh** and by the opsi community.

There is no support free of charge provided by **uib gmbh** for productive opsi installations.

### 2.2. Common terms and conditions

The following terms and conditions as well as the pricing are valid per end customer and standard installation. Please contact us for the special pricing for consultants and special installations. **All prices are exclusive VAT.**

Our support services covers questions regarding opsi as well as technical questions regarding the operating systems Linux, Windows and network technology.

The prices for the support and maintenance contracts and subscriptions have to be paid once a year in advance. For different modes of payment additional costs will be charged:

For half-yearly payment 100 € / year, for quarter-yearly payment 200 € / year.

Additional service and support time, will be invoiced every three months with submission of proof of service (activity report).

The minimal duration of the support and maintenance contracts and subscriptions is one year and extends automatically. The period of notice is 3 months.

The default support reaction time is one working day.

In case of support break: **15 % additional charge**

The general terms and conditions of uib gmbh are to be applied.



## **2.3. Opsi introduction**

### **2.3.1. Workshop**

To introduce opsi to your organization we recommend:

- 3-days workshop at your site (in-house workshop)

#### **Pricing:**

- by request

### **2.3.2. Introductory support package**

As an alternative to the in-house workshop we offer the introductory support package:

- 4 h phone and email support
- support period is 2 months
- bookable once per end customer
- Remaining (unused) support time expires after 2 months and will be used for product maintenance.

#### **Pricing:**

- 600 € once
- Additional support time 2.50 € per minute (150 € per hour)

## **2.4. Professional – Support\***

### **2.4.1. Services**

- Phone and email support
- opsi maintenance
- Support time of 60 minutes per month included
- Remaining (unused) support time cannot be transferred to the next month and will be used for product maintenance

### **2.4.2. Pricing**

- 145 € per month resp. 1,740 € per annum
- Additional support time 2.42 € per minute (145 € per hour)



## **2.5. Professional Plus – Support\***

### **2.5.1. Services**

- Phone and email support
- opsi maintenance
- Support time of 120 minutes per month included
- Remaining (unused) support time cannot be transferred to the next month and will be used for product maintenance

### **2.5.2. Pricing**

- 270 € per month resp. 3,240 € per annum
- Additional support time 2.25 € per minute (135 € per hour)

\* Professional and Professional Plus contracts are only available for installations up to 1000 clients. From 1000 clients on, a higher maintenance is required, covered by Enterprise contracts.

## **2.6. Enterprise – Support**

### **2.6.1. Services**

- Phone and email support
- opsi maintenance
- Support time of 600 minutes (10 h) per 3 months included
- Remaining (unused) support time cannot be transferred to the next quarter and will be used for product maintenance

### **2.6.2. Pricing**

- 400 € per month resp. 4,800 € per annum
- Additional support time 2.00 € per minute (120 € per hour)



## **2.7. Enterprise Plus – Support**

### **2.7.1. Services**

- Phone and email support
- opsi maintenance
- Support time of 900 minutes (15 h) per 3 months included
- Remaining (unused) support time cannot be transferred to the next quarter and will be used for product maintenance

### **2.7.2. Pricing**

- 525 € per month resp. 6,300 € per annum
- Additional support time 1.75 € per minute (105 € per hour)

## **2.8. Enterprise Premium – Support**

### **2.8.1. Services**

- Phone and email support
- opsi maintenance
- Support time of 3.600 minutes (60 h) per 3 months included
- Remaining (unused) support time cannot be transferred to the next quarter and will be used for product maintenance

### **2.8.2. Pricing**

- 1,050 € per month resp. 12,600 € per annum
- Additional support time 1.75 € per minute (105 € per hour)

## **2.9. Enterprise Ultimate – Support**

### **2.9.1. Services**

- Phone and email support
- opsi maintenance
- Support time of 14.400 minutes (240 h) per annum included
- Remaining (unused) support time cannot be transferred to the next quarter and will be used for product maintenance

### **2.9.2. Pricing**

- 2,000 € per month resp. 24,000 € per annum
- Additional support time 1.67 € per minute (100 € per hour)



## 2.10. Subscriptions

Subscription prices are per end customer and restricted for up to 500 or up to 1,000 clients, depending on the subscription type.

This means that if there are more than 500 or 1000 clients, multiple subscriptions must be purchased.

### **2.10.1. Update subscription for 'MS Hotfixes' up to 1000 clients**

Regular updates for the product MS-Hotfix (Hotfixes for Windows 2012 / Windows 8.1 Professional to Windows 10 / Windows 2016 Server/ Windows 2019 Server)

The updates will be provided within 3 working days after Microsoft's publication of important and critical patches and delivered via download area (restricted access).

Pricing: 360 € per annum (30 € monthly)

It's not allowed to share subscriptions with someone else.

### **2.10.2. Update subscription for the opsi standard products up to 1000 clients**

Regular updates for the products:

- Adobe Reader DC Classic
- Adobe Reader DC Continuous
- Apache OpenOffice.org
- LibreOffice
- Mozilla Firefox (dutch, german, english and french)
- Mozilla Thunderbird (german, english and french)
- Gimp
- Google Chrome
- Oracle Java VM
- VLC Media Player
- 7-Zip





### Support and maintenance for opsi valid from April 2022

The updates will be provided within 2 working weeks after manufacturer's release. For critical security patches the opsi packet will be provided within 1 working week after the patch release.

Pricing: 360 € per annum (30 € monthly)

It's not allowed to share subscriptions with someone else.

On request we send you an offer for:

- Mozilla Firefox
  - Mozilla Thunderbird
- in further languages

### **2.10.3. Update subscription for 'MS-Office Hotfixes' up to 1000 clients**

Regular updates for the product:

- MS-Office 2010 (32 Bit)
- MS-Office 2013 (32 Bit / 64 Bit)
- MS-Office 2016 (32 Bit / 64 Bit)

The updates will be provided within 3 working days after Microsoft's publication of important and critical patches and delivered via download area (restricted access).

Pricing: 360 € per annum (30 € monthly)

It's not allowed to share subscriptions with someone else.



Support and maintenance for opsi valid from April 2022

#### **2.10.4. Update subscription per software package up to 500 clients**

Regular updates for the product:

- Adobe Acrobat DC pro 2017 und 2020\*
- Anydesk
- Filezilla
- Nextcloud Client
- Notepad ++
- ownCloud Client
- PDF 24 Creator
- Putty
- Visual Studio Code
- Webex
- winSCP
- Zoom

The updates will be provided within 2 working weeks after manufacturer's release. For critical security patches the opsi packet will be provided within 1 working week after the patch release.

Pricing: 96 € per package/annum (8 € monthly)

It's not allowed to share subscriptions with someone else.

\* The initial packaging of Adobe Acrobat DC pro 2017 and 2020 isn't included in the subscription. It can be requested as part of a support contract.