



Support Subscription

Open Distribution. Commercial Support.

For enterprises and service providers, OpenStack unlocks private clouds to improve agility and increase software development velocity. As the leading pure-play OpenStack vendor, Mirantis unlocks OpenStack. Our distribution is 100% open-source, prevents lock-in by being vendor-agnostic, and has open APIs.

As the OpenStack source-of-the-source code – a top 3 contributor for core projects, #1 in fixing bugs, and #1 in leading new innovative projects – we have the expertise to provide a web-scale OpenStack distribution that is easy to deploy and manage, easy to onboard workloads, and resilient at scale.

Mirantis OpenStack subscription includes the software, updates and upgrades, and world-class customer support. This allows you to take advantage of our industry leading position and consume OpenStack without having to hire an OpenStack development team.

Web Scale OpenStack Distribution

Mirantis OpenStack consists of core OpenStack services, additional open-source middleware, OpenStack Fuel software for deployment and management of OpenStack, and Murano App Catalog for click-button deployment of workloads. We conduct extensive automated testing to fix bugs and security issues. We also validate dozens of drivers and Fuel deployment plugins to assure that the entire solution works as per our published reference architectures.

For example, a large telco was able to slash their multi-hundred node deployment from 28 days to just 1 day with Mirantis OpenStack. A global enterprise was able to redeploy their 20+ person OpenStack team to other projects after selecting Mirantis OpenStack.

Updates and Upgrades

Your Mirantis OpenStack subscription gives you continuous access to all supported versions of the Mirantis OpenStack software, including all security updates and bug fixes. Update notifications include severity level, recommendation, and instructions on how to apply the patch. You will also get access to all our upgrades that track major community releases along with guidance, documentation, and tooling for the actual upgrade process; ensuring that you'll have access to the latest and greatest innovation, freeing up your internal resources for other tasks.

Customer Support

Get the help when you need it from the OpenStack experts with the most real world experience supporting OpenStack clouds. Our customers have given us top satisfaction ratings for both case resolution and response times. Choose from three support options with service level agreements tuned for specific business objectives. You can also take advantage of our broad community participation to represent your unique OpenStack feature requests in the community.

Mirantis Support Options

Support Options to Match Your Business Objectives

Mirantis provides three distinct support options to match your business objectives:

Support Option	Workload Type
8 x 5	Non-critical
24 x 7	Business critical
MMO	Mission critical

Non-critical workloads may include dev/test or non-production environments. Examples of business critical workloads are certain production and elastic big-data environments. Mission critical examples include customer facing apps, NFV, or IT-as-a-service.

World-Class Expertise

With a Mirantis OpenStack subscription you have access to the most experienced, motivated, and knowledgeable OpenStack support engineers. The Mirantis customer portal provides simple access to the Mirantis Service Desk to engage Mirantis engineers and manage your tickets.

We start with a support onboarding process to gather deployment information, set up support processes and train your team on those processes. You will also get a clearly identified escalation process should a case resolution not meet your expectations.

See our website for coverage details.

Multi-Vendor Case Ownership

Customers purchasing 24x7 or MMO support can use Mirantis as the single point of contact for issues with unclear root-cause (e.g. may be a Mirantis or a third-party problem). We will take ownership for third-party cooperation through TSANet – the multi-vendor support community. Note: there needs to be a support contract in place between you and the third-party, and they need to be on TSANet.

MMO Support

Mission critical clouds need more than just break-fix support where uptime and meeting business objectives are paramount. For such customers, Mirantis offers our highest level of support – MMO support. We help you operate your cloud at peak operating conditions and maximize the value of your cloud investment. Along with a named Customer Success Manager, you get a designated support team that knows your environment and communication preferences intimately. In addition to the highest level of SLA, you also get proactive planning and guidance, deeper community advocacy, and increased ability to collaborate with us on our roadmap.

Community Advocacy

Our deep involvement in the community allows us to represent your needs whether they are feature or hardening requests. By having a large number of PTLs (project technical leads), core and regular contributors, we have the breadth to represent your needs in the relevant OpenStack project.

Subscription Support	8 x 5	24 x 7	MMO
Remote incident resolution	•	•	•
Product & Security Bulletins	•	•	•
Knowledge Base	•	•	•
Designated Customer Contacts	3	10	Unlimited
Maximum Release Support Duration	3 years	3 years	3 years
Enhanced SLA		•	•
3rd party Cooperation via TSANet		•	•
Customer Success Manager (CSM)			•
Designated Support Team			•
Proactive Cloud Maintenance Planning			•
Specialist on Standby for Maintenance			•
Quarterly Business Reviews			•
Customer Advocacy and Roadmap Planning			•
StackLight logging-monitoring-alerting software			•

Subscription Support	8 x 5	24 x 7	MMO
Minimum Term	1 year	1 year	1 year
Hours of Direct Support	9am-5pm	24 x 7	24 x 7
Access	Phone, web, email		
Severity 1 Response	4 business hours	1 hours	15 minutes
Severity 2 Response	8 business hours	2 hours	1 hour
Severity 3 Response	24 business hours	4 business hours	4 business hours
Severity 4 Response	48 business hours	8 business hours	8 business hours

Value for Now and the Long Term

Your infrastructure isn't something to take chances on. Don't risk doing it on your own or working with a vendor with an agenda outside of OpenStack. With a Mirantis OpenStack subscription, you not only get a robust, scalable, and flexible OpenStack platform that meets your performance, security, and budgetary goals, you get access to world-class

OpenStack expertise and a culture of innovation and collaboration that will support you throughout your entire infrastructure lifecycle. No matter the size or complexity of your business, our dedication to delivering value through the Mirantis subscription means you will get the technology, expertise, and value you need to succeed today and in the future.