

## Webtide Lifecycle Support Tier List

Webtide Lifecycle Support is composed of three different components, Access, Support and Open Source. The tables below are broken out into short descriptive areas and then crossed with how they relate to each support tier.

### Access

		Small Business Lifecycle Support	Medium Business Lifecycle Support	Large Business Lifecycle Support	Enterprise Business Lifecycle Support
Support Period		8x5	8x5	24x7	24x7
SLA	Developer	24 hours	24 hours	24 hours	24 hours
	Production	12 hours	8 hours	<ul style="list-style-type: none"> <li>• 8 hour general</li> <li>• 2 hours critical</li> </ul>	<ul style="list-style-type: none"> <li>• 8 hour general</li> <li>• 1 hour critical</li> </ul>
Average Issue Rate		3 per month	5 per month	n/a	n/a
Simultaneous Issues		1	2	3	n/a
Private Support Users		2	3	4	20
Dedicated Engineering Contact					1+
Developer Video Meetings		Intro	Quarterly	Monthly	Weekly
Phone Contact					Yes

## Support

Our support is composed of six different aspects, each of them broadly described below.

### Production Support and Triage

		Small Business Lifecycle Support	Medium Business Lifecycle Support	Large Business Lifecycle Support	Enterprise Business Lifecycle Support
Customer Triage	Passive	Yes	Yes	Yes	Yes
	Active	No	Yes	Yes	Yes
Third Party Triage	Passive	No	No	Yes	Yes
	Active	No	No	No	Yes
Detailed Log Analysis	Standard Versions	Yes	Yes	Yes	Yes
	End of Life Versions	No	No	No	Yes

## Security

		Small Business Lifecycle Support	Medium Business Lifecycle Support	Large Business Lifecycle Support	Enterprise Business Lifecycle Support
Common Vulnerabilities and Exposures (CVE)	Early Reporting	Yes	Yes	Yes	Yes
	Access to Early Releases	Yes	Yes	Yes	Yes
	Exposure Review Available	Yes	Yes	Yes	Yes

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## Design

		Small Business Lifecycle Support	Medium Business Lifecycle Support	Large Business Lifecycle Support	Enterprise Business Lifecycle Support
Quarterly Updates		Yes	Yes	Yes	Yes
Education (Eclipse Jetty and CometD)		Yes	Yes	Yes	Yes
Customer Code Review	Superficial	Yes	Yes	Yes	Yes
	In Depth	No	Limited	Yes	Yes
	Improvements	Yes	Yes	Yes	Yes
Pseudo Code / Mock Up		No	Limited	Yes	Yes
Standards Committee Representation		No	~	~	Yes

## Migration

		Small Business Lifecycle Support	Medium Business Lifecycle Support	Large Business Lifecycle Support	Enterprise Business Lifecycle Support
Releases	Issue Resolution	1 month	2 weeks	1 week	48 hours
	Single Issue	No	No	Yes	Yes
	End of Life	No	Yes	Yes	Yes
Support End of Life Releases		No	Yes	Yes	Yes
Staged Release Access		Yes	Yes	Yes	Yes
Migration Assistance	Passive	Yes	Yes	Yes	Yes
	Active	No	2 weeks	1 month	2 months

## Integration

		Small Business Lifecycle Support	Medium Business Lifecycle Support	Large Business Lifecycle Support	Enterprise Business Lifecycle Support
Build Access	Nightly	Yes	Yes	Yes	Yes
	Pull Request	Yes	Yes	Yes	Yes
	Releases	Yes	Yes	Yes	Yes
Private Jetty Branches		No	No	Yes	Yes
Private End of Life Jetty Branches		No	No	No	Yes
Customer Subject Matter Expert		No	No	~	Yes

## Performance

		Small Business Lifecycle Support	Medium Business Lifecycle Support	Large Business Lifecycle Support	Enterprise Business Lifecycle Support
Access to Jetty Performance Data		Yes	Yes	Yes	Yes
Performance Metrics	Gathering	Yes	Yes	Yes	Yes
	Interpreting	Yes	Yes	Yes	Yes
	Novel	No	No	Yes	Yes
Web App Performance		No	Limited	Yes	Yes

## Open Source

Since Webtide is the company behind the open source project, this describes the basic guidelines of how our relationship with our Customers translates to work within the open source project.

Open Source		Small Business Lifecycle Support	Medium Business Lifecycle Support	Large Business Lifecycle Support	Enterprise Business Lifecycle Support
Maintenance	Community Branches	Yes	Yes	Yes	Yes
	Sponsor Branches	No	No	Yes	Yes
	End of Life Branches	No	No	No	Yes
Issue Sponsorship	Priority	Yes	Yes	Yes	Yes
Enhancement Sponsorship	Standard	Yes	Yes	Yes	Yes
	Priority	No	No	Yes	Yes
Influences Direction and Design Decisions		No	No	~	Yes