

# Open Source Support Program

VoltDB's Open Source Support provides commercial support for the **VoltDB Community Edition**. Offering you the best of both worlds: the affordability and flexibility of the free AGPL licensed VoltDB Community Edition along with Enterprise class technical support and access professional services at an extremely affordable total cost of ownership.

Gain all of the advantages of open source software trusted by thousands of organizations to run their most demanding, mission critical applications plus industry leading professional support from the experienced VoltDB support team. You will benefit from the flexible open source support offering with direct access to a dedicated team of technical support engineers, developers, and professional services staff each possessing experience in deploying and operating open source VoltDB in production environments. With the largest contributing team for VoltDB's Open Source Initiative, our engineers know the ins and outs of the code base and have helped support numerous customer successes in mission critical environments. You can always rest assured that if any issues arise in production, you have the backing of VoltDB's support team 24 x 7 to get the resolved ASAP.

From first contact; subscribers are connected directly with an expert. There are no hoops to jump through to find the engineer who can truly solve problems. A dedicated support engineer remains with you through issue resolution and even after the problem is solved, to help you get the most out of VoltDB. The program provides experienced responses from seasoned professionals, without having to: browse through a multitude of online forums, seek advice from unqualified "experts", navigate multiple time zones and language barriers. VoltDB's Open Source Support program assures the trust and

reliability of Enterprises running the fastest in-memory operational database, ingesting millions of transactions per second — at any scale, and across all environments.

## Features

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Here's why you should consider VoltDB's Open Source Support program:

- **Deep Technical Expertise:** Direct access to experienced VoltDB technical experts
- **Global Support:** 24 x 7 support in your region via either Slack, email, or phone
- **Numerous Support Options:** Flexible and affordable support options that allow you to start small and grow as your business grows
- **Updates and Alerts:** Along with support for multiple releases of VoltDB, you also always have access to the status of your support ticket
- **Predefined SLAs:** Critical, Significant, Moderate, and Minimal level prioritization of support issues with guaranteed response time.
- **Optional Application Consulting Services:** Assistance with database design, implementation, operations, along with basic and advanced troubleshooting. Consulting available for bug fixes, new features, patches / upgrades, and hands-on assistance
- **VoltDB University:** Is you one-stop-shop for in-depth tutorials, hands-on use case examples, app building best practices, and a technical under-the-hood blog authored by VoltDB experts and industry peers.

## Enterprise Class Support for Past, Present, and Future Releases

The VoltDB Open Source Support program provides a flexible timeline for software upgrades. Subscribers can upgrade on their own timeline to a new release. Whenever your company is ready to upgrade, VoltDB is there to help. VoltDB can provide informed advice on moving to a new release based on the unique needs of each individual user.

## Commitment to the Open Source Community

While traditional Open Source software vendors are now moving towards making a lot of their code proprietary, while others limit their performance and features, VoltDB continues to embrace Open Source. The VoltDB Community Edition runs the identical code-base as the VoltDB Enterprise Edition without a few features like Command Logs, DR and XDCR. Any bug-fixes and performance tuning improvements benefit both versions. When testing side-by-side, you get identical performance between Community and Enterprise versions of VoltDB. VoltDB is also committed to providing world-class service and support to all of its customers. Staffed with experienced database engineering experts, the Open Source Support team is ready to resolve user' questions and problems quickly and professionally. Additionally, the Open Source Support & Engineering teams are committed to continually improving the overall quality, reliability, and performance of the VoltDB Community Edition for the benefit of the entire open source community.

## Support Options

Support Services	BASIC	STANDARD	PREMIUM
Initial Response	1 business day	4 business hours	1 business hour
Technical Response	1 business day	1 business day	1 business hour
Coverage	Business Hours	Business Hours	24x7 phone support Business hours email*
Communication Method	Email	Email	Email, Phone
Customer Contacts	1 Named User	Unlimited Users	Unlimited Users
Sev. 1 Problem Escalation* /After Incident Review	No	No	Yes*
Cases	3**	Unlimited	Unlimited

## Join the VoltDB Community

### About VoltDB

**VoltDB** powers applications that require real-time intelligent decisions on streaming data for a connected world, without compromising on ACID requirements. No other database can fuel applications that require a combination of speed, scale, volume and accuracy.

**Architected** by the 2014 A.M. Turing Award winner, **Dr. Mike Stonebraker**, VoltDB is a ground-up redesign of the relational database for today's growing **real-time** operations and machine learning challenges. Dr. Stonebraker has conducted research on database technologies for more than 40 years, leading to numerous innovations in fast data, streaming data and in-memory databases. With VoltDB, he realized the full potential of tapping streaming data with in-memory transactional database technology that can handle data's speed and volume while delivering real-time analytics and decision making. VoltDB is a trusted name in the industry already validated by leading organizations like: Nokia, Financial Times, Mitsubishi Electric, HPE, Barclays, Huawei, **and more**.

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