Emergency cover for your geospatial applications

Open Source Support SLAs (OSSS) provide the specialist help needed to resolve significant incidents affecting your OSGeo or bespoke geospatial applications.

They're a cost-effective way to remove reliance on in-house expertise, minimise downtime in your live environment and reduce the risk of recurring incidents.

> "An Open Source Support SLA gives you the peace of mind that experts are on standby to step in if anything goes wrong."
>
> **Support Lead**
> Astun Technology Ltd

Benefits of Open Source SLAs

HIGH PRIORITY SUPPORT
Jump the queue to access enterprise grade support from 1st, 2nd and 3rd line geospatial consultants.

MINIMISE DISRUPTION
Our target response times will help you get back to business and reduce the impact of any incidents.

FLEXIBLE ISSUE REPORTING
Authorise key personnel to log tickets online via our ticketing portal or via phone/email.

Cost-effective cover

Enjoy the peace of mind that comes from knowing that our experts will acknowledge and respond to your incidents as quickly as they can.

OUR SLA PACKAGES

BRONZE
Support for **ONE** OSGeo application

SILVER
Support for **TWO** OSGeo applications

GOLD
Support for **FOUR** OSGeo applications

PLATINUM
Support for **ALL** OSGeo applications & bespoke geospatial applications

What's included:

✔ Support for up to four severe incidents p.a.

✔ Same-day response for tickets raised during core support hours (see right)

✔ A brief system review

✔ An annual healthcheck

✔ VPN access* (excluding Bronze)

✔ Advice for maintaining applications with LTR versions

✔ Advice about the right time to transition to a new version

✔ Automated email notifications of any severe security issues that we are made aware of and our planned response

✔ The flexibility to upgrade as your technologies change

✔ Free tickets to any Astun user groups and roadshows

* Subject to your permission/licensing

Supported technologies

We offer OSSS for PostGIS, GeoServer, PostgreSQL, QGIS, MapProxy, MapServer, GeoNetwork and Loader. Other technologies, such as Open Layers, can be supported by prior arrangement.

GeoServer

PostgreSQL

QGIS

MapProxy

MapServer
open source web mapping

PostGIS

GeoNetwork
open source

FAQs

What does an OSSS cover?
An OSSS package will keep your live systems operational in the event of an emergency or a severe incident (equivalent to an ITIL P1 or P2). This means that your systems are suffering immediate and significant disruption for which no workaround is available.

Can you help resolve non-severe incidents?
Yes. If you'd like help with system improvements, implementation, configuration, problem management and resolving lower priority issues (e.g. ITIL P3 and P4), we can provide additional consultancy (call-off services), training and mentoring.

What are your core support hours?
Our support team is available from 9AM to 5PM GMT Monday to Friday, excluding national holidays.

What does a system review entail?
This determines your system architecture and medium-term development plans. We'll gather this information via a short questionnaire and a telephone/online meeting at the start of your agreement. Face-to-face meetings are available on request (subject to additional costs).

We also offer optional full discovery packages which include onsite or offsite consultancy, a detailed report on your system configuration, warnings, information about any areas of immediate concern and our experts' recommendations. Quick fixes may be made at the time, if appropriate.

What's included in the annual healthcheck?
The annual healthcheck goes above and beyond usual maintenance to ensure optimal performance. It includes automated backups, disk space warnings and cleanups/tuning.

What's the contract term?
Standard terms are 12 months, unless otherwise requested. Fees are payable in advance.

Can we buy an OSSS under a framework?
Yes. Public sector organisations can procure any OSSS package via G-Cloud 13.

Start your SLA today

Call us on:
01372 744009
or email:
sales@astuntechnology.com

OSSS01

ASTUN TECHNOLOGY