

OpenERP Publisher's Warranty

Start your critical business projects with the right level of support !

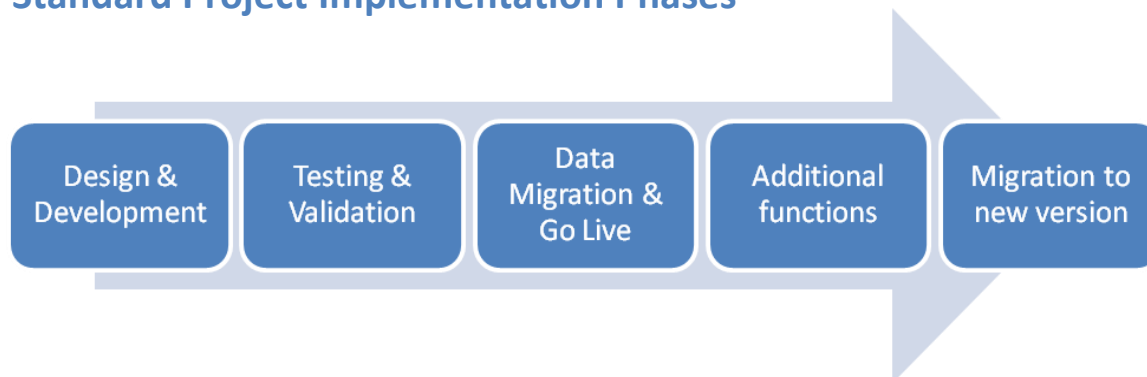
As in any mission critical project, it is essential to secure the appropriate services for support, bug fixing and migration services, in order to successfully implement OpenERP. **OpenERP Publisher's Warranty covers you from the early beginning of your projects and all the way to future migrations.**

Your first point of contact remains your OpenERP partner, who will propose a comprehensive support/helpdesk service package tailored to your needs (first level support helpdesk, support on customised modules,...).

Why is it crucial to sign up for the OpenERP Publisher's Warranty from the project starts ?

The graph below shows the value of the Warranty through each implementation phase of the project :

Standard Project Implementation Phases



OpenERP Publisher's Warranty – Value per Project Phase



Introduction

The OpenERP Publisher's Warranty is available for a **fixed annual subscription fee based on the number of users**.

The Warranty covers **Maintenance Services & Migrations Services**.

➤ Maintenance Services

Maintenance services include unlimited **bug fixing** as well as **security alerts**.

Bug fixing

The OpenERP Publisher's Warranty includes an unlimited warranty in time and in tickets for bugs related to quality certified OpenERP modules. Depending on the service level, bug tickets will be opened within 1 to 3 working days.

Security alerts

In case of a security breach, an alert system has been set up to warn our customers and let them safely implement patches before the official announcement.

➤ Migration Services

Version migrations should be managed with care. OpenERP is **one of the very few companies to offer a Warranty with Migration Services included**.

To avoid unexpected costs, we have designed a service which offers migration for all certified OpenERP modules.

➤ Modules Certification - Optional

OpenERP Publisher's Warranty is only offered for certified modules. Therefore OpenERP offers to add tailored modules to the Warranty by certifying them.

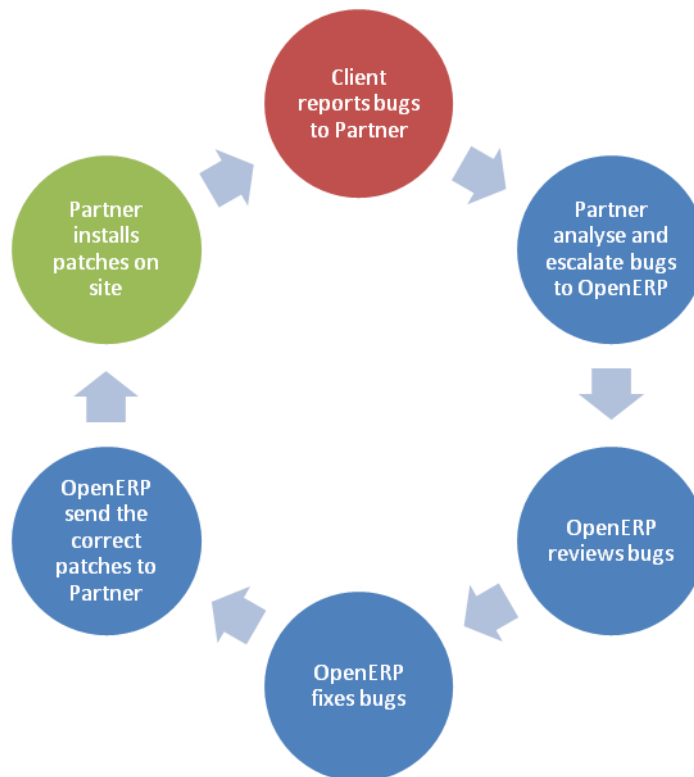


Maintenance Services

Bug Fixing

Unexpected bugs might cause delays and additional costs either during the development phase or once your software is implemented.

To avoid this, the OpenERP Publisher's Warranty includes an unlimited warranty in time and in tickets for bugs related to quality certified OpenERP modules. Depending on the service level, bug tickets will be opened within 1 to 3 working days. You will receive a corrective patch as soon as the bug is fixed and the patch will be integrated in the next release of OpenERP.



OpenERP consolidates the bug fixes and patches made for customers every month and makes them available on the monthly patch releases. This is what Open Source is all about : every customer contributes to the continuous improvement of OpenERP software.

Security Alerts

An alert system has been set up to warn our customers as soon as a security issue is detected. We will then provide you with a corrective patch a few weeks before it is publicly announced in order to leave you time to deploy it safely.



Migration Services

First, the partner exports the customer's database and uploads it to our migration servers. Our migration team will then prepare the required operations to migrate the customer's data.

Once the migration team succeeded to migrate the customer's data, they will perform a set of tests in order to ensure that it is perfectly working in the new version.

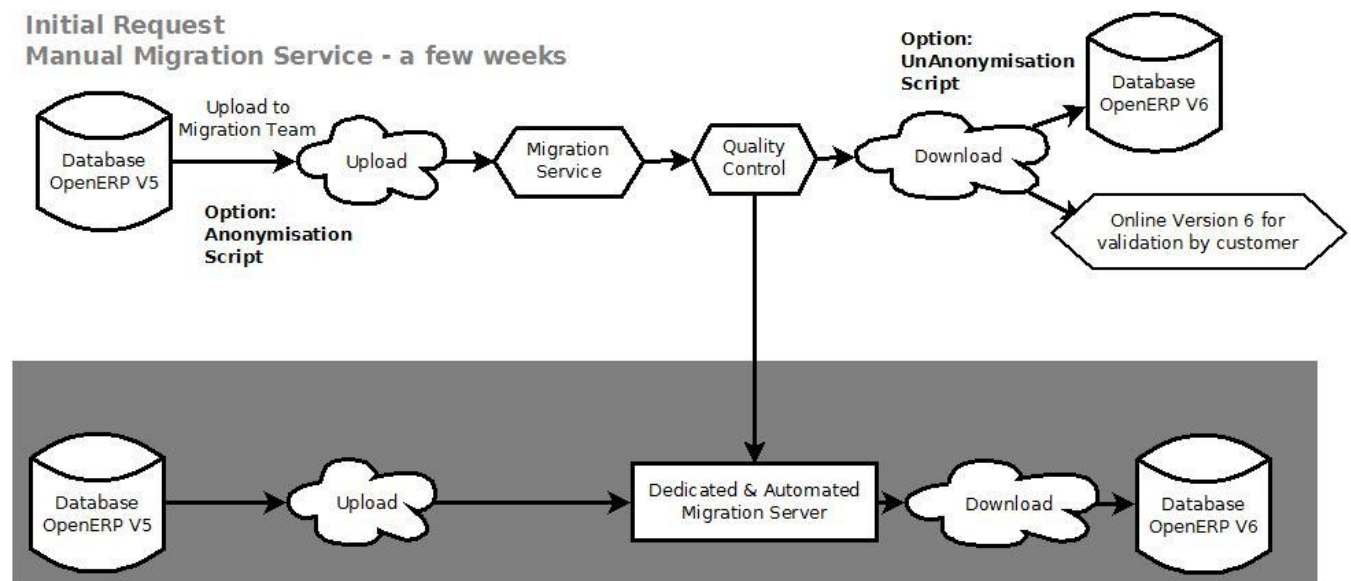
Once the customer has validated on his own server (or on the online version) that the results are matching his expectations, the partner can start the actual migration process.

The partner can then re-upload an up-to-date version of the customer's database and perform the migration on our automated migration server. This process can be performed in only a few hours and as a result minimizes the time during which the system is not available for the customer.

Our dedicated migration team will carry out the following steps:

- Migrating the data
- Running quality control on the migrated database
- Delivering an access to an online version of the software to help you assess the result.
- Setting up a migration platform to repeat the process

The following scheme presents the migration process:



Module certification

OpenERP Publisher's Warranty is only offered for certified modules.

Once the certification is granted, the module is covered by the OpenERP Publisher's Warranty. Hence, we guarantee the correction of any possible future bug on this module, the migration of this module to every future OpenERP versions, and its maintenance for the coming years.

Your module is then added in our continuous integration server in order to perform the full range of tests on your module after every improvement applied on OpenERP's future versions. These automated tests allow to detect conflicts between modules as well as bugs and migration troubles.

Also, when a module is certified, it is integrated into the official version of OpenERP. Therefore, it is used by many customers who will also make improvements and add functionalities in the form of new modules. Then, you'll benefit from all the improvements related to your module on the official version.

The quality certification runs a batch of tests built by OpenERP to guarantee that the module will be durable through time including:

- Data load scalability
- Number of users scalability
- Possible conflicts with other modules
- Compliance with OpenERP guidelines and best practices
- Automatic migration to new versions
- Possible side effects detection
- Security rules verification

Key benefits of OpenERP Publisher's Warranty

For the partner-integrator, the Warranty is the insurance that if one of his customers is facing a critical issue related to the software, he will benefit from the full support and expertise of the OpenERP teams.

The fixed price of the OpenERP Publisher's Warranty protects the integrator and the client from bad surprises like costly bug fixing or complex migrations. These services are provided by the publisher at a fixed fee.

The OpenERP Publisher's Warranty provides long term reliability to your IT solution. Indeed, it is important to be able to guarantee that the modules in use will be supported in later versions of the software over the years, hence preventing data loss and time waste due to annual migrations.

