Support Models for Open Source Deployment

Getting consultancy support

OS Consult

www.osconsult.net

Who are we?

- ➲ independent consultancy
- ➲ providing software development
- ➲ outsourcing
- ➲ support
- ➲ training

Who are we?

- ➲ working closely with Wyona, the makers of Apache Lenya
- ➲ Lenya is an open source content man-agement system based on the Apache Cocoon framework (Java, XML)

Overview
The main support goals for open source software

⮑ Want the software to:
- do the job
- be reliable
- be bug free.
- Need to have know how in implementation, development and support
- can train internal staff, or outsource
- support contracts
- evaluate the software considering all the above factors and costs

Long-term goal

- ➲ ensure continuity and stability of software
- ➲ ease of use
- ➲ ease of enhancement and maintenance
- ➲ get access to the source code
- ➲ get the technical people
- ➲ get support contracts

The Present Situation

- are your current support options ex-pensive and inflexible?
- do you have a proprietary product ?
- is the creator going out of business?
- do you have access to the source code?
- is the creator merging with another company?
- is the creator changing their product line or licensing model?

Open source developments

➲ open source advantage
➲ have access to source code (not usu-
ally possible with proprietary products)
➲ have a wide choice of technical know
how and support

Support services

- ➲ OSConsult has partnered with Wyona, to offer flexible support options:
- ➲ consulting, design, development, in-stallation, outsourcing
- ➲ per incident support
- ➲ longer term support contracts
- ➲ training suited to your requirements

Supported platforms

- ➲ Linux, Unix, Windows, Mac
- ➲ application/web servers: Apache Tom-cat, JBoss
- ➲ XML, XSLT, CSS, Cocoon, Lenya
- ➲ databases: MySQL, PostgreSQL, Oracle, SQLServer