The Odoo Enterprise Services
(Support, bug fix, security alert and upgrade)

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SUMMARY

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INTRODUCTION

What is the Odoo Enterprise contract?

Odoo Enterprise Contract

- What does it include?
  - Support
  - Bugfix
  - Security alert
  - Upgrade

- What happens behind the screen?
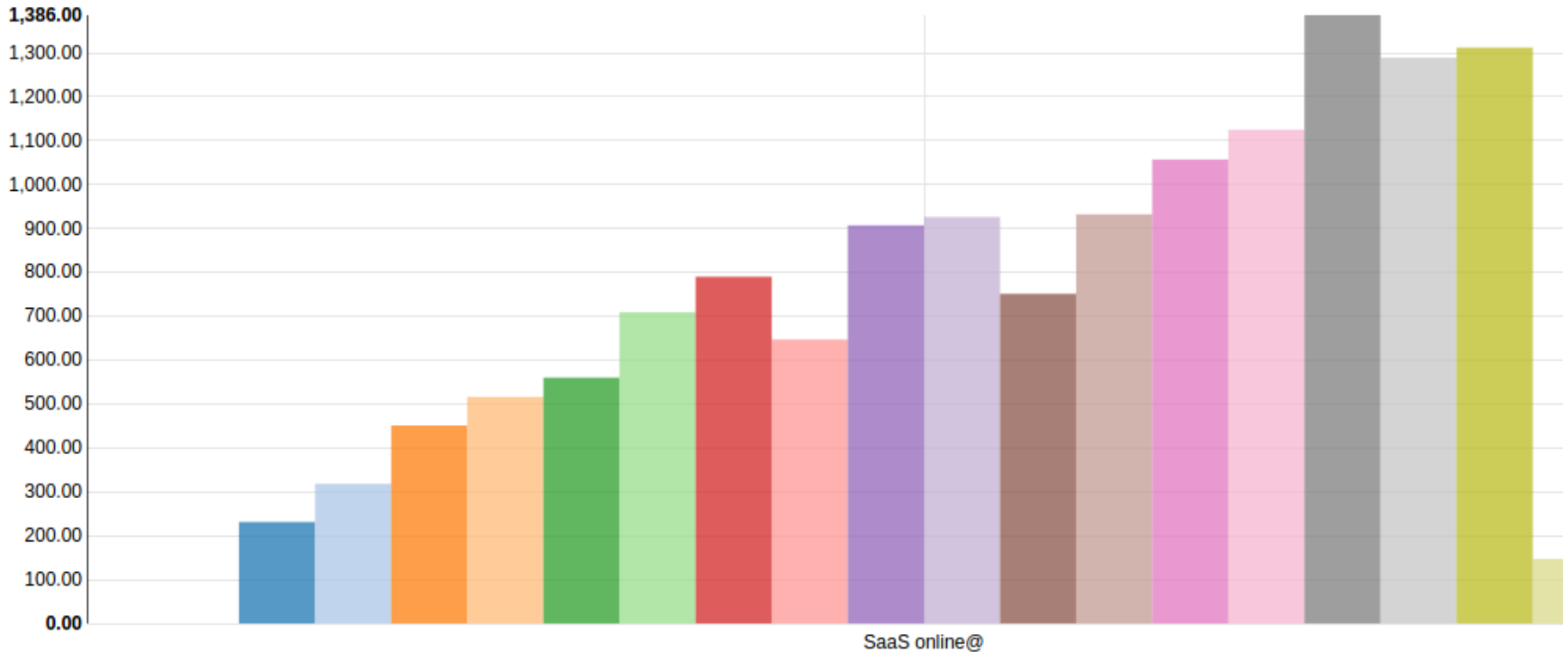
- How to get the most benefit from these services?

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SUPPORT

We'll help you using Odoo
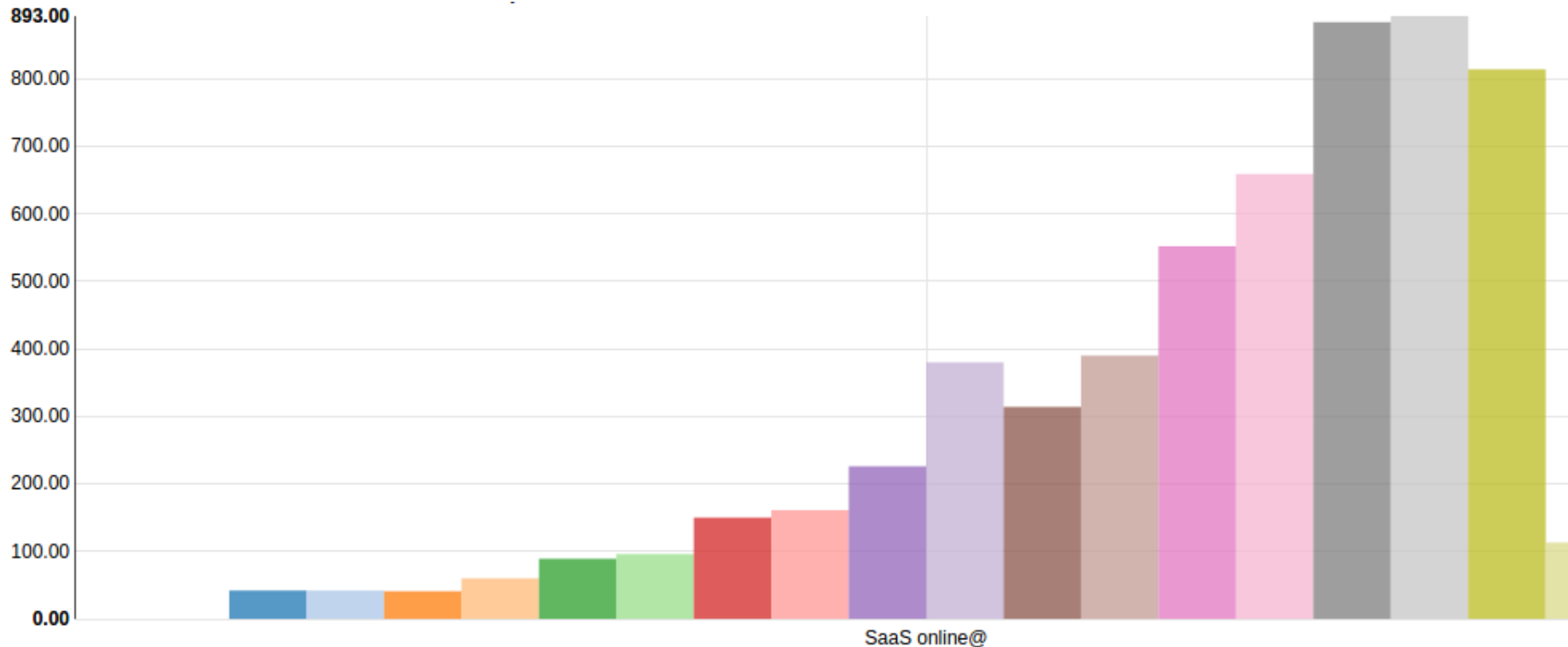
Support & Bugfix tickets volume

From January 2014 to April 2015
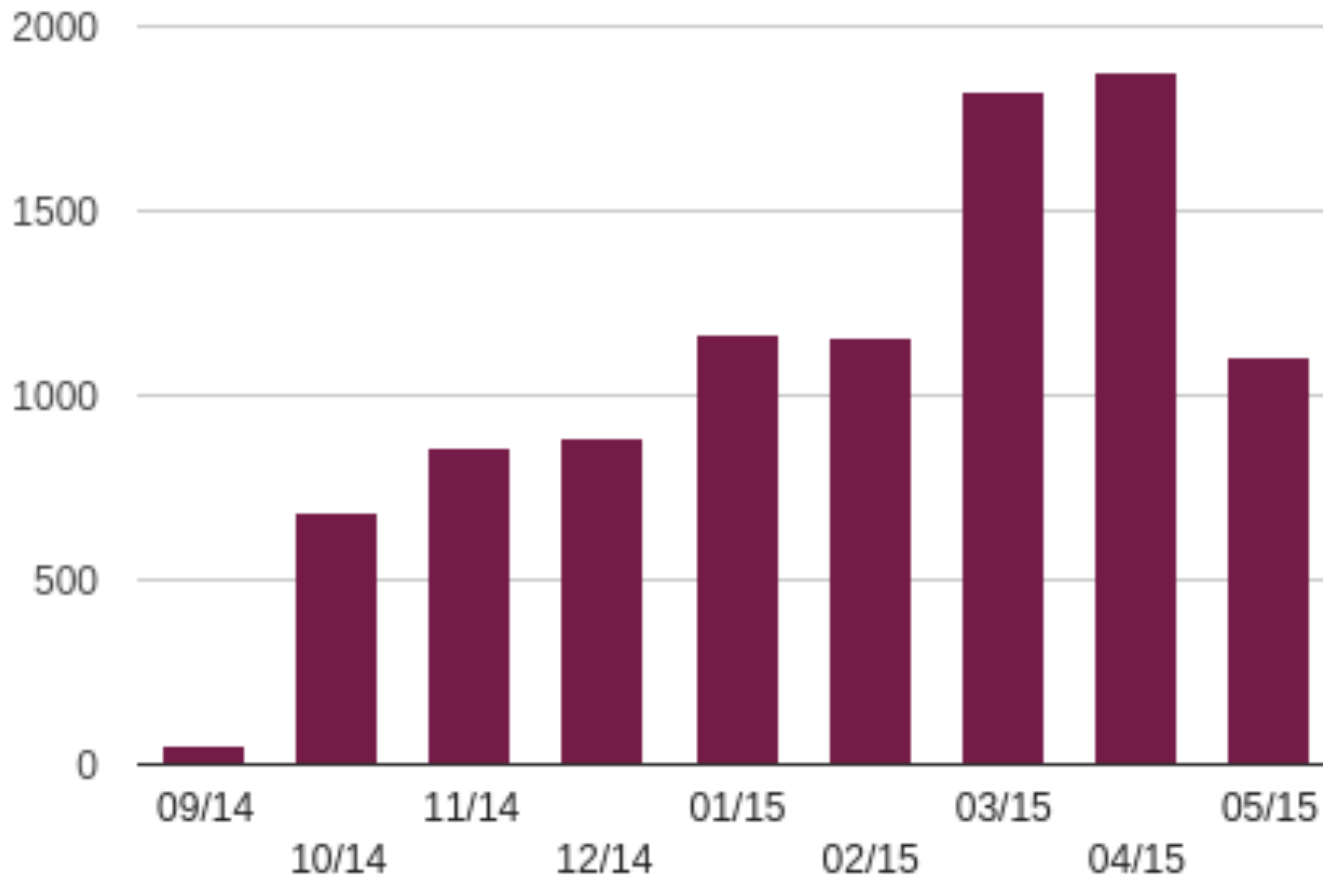- 1386 tickets in March 2015

Support tickets volume

- 884 tickets in March 2015 (60% of total volume)
- Team: 3 full time (12 functional consultants)

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Livechat volume

- 1874 chats in March 2015
- Team: 1 full time + new functional consultants

Support process

- Tickets qualified and answered by functional experts

- "How to" questions (no technical questions)

- Channels: tickets (recommended), livechat, phone

- Objective: 24h/24, 7d/7

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Support: Advice

- Mention the version and module you are using

- Provide clear steps about what you are trying to achieve

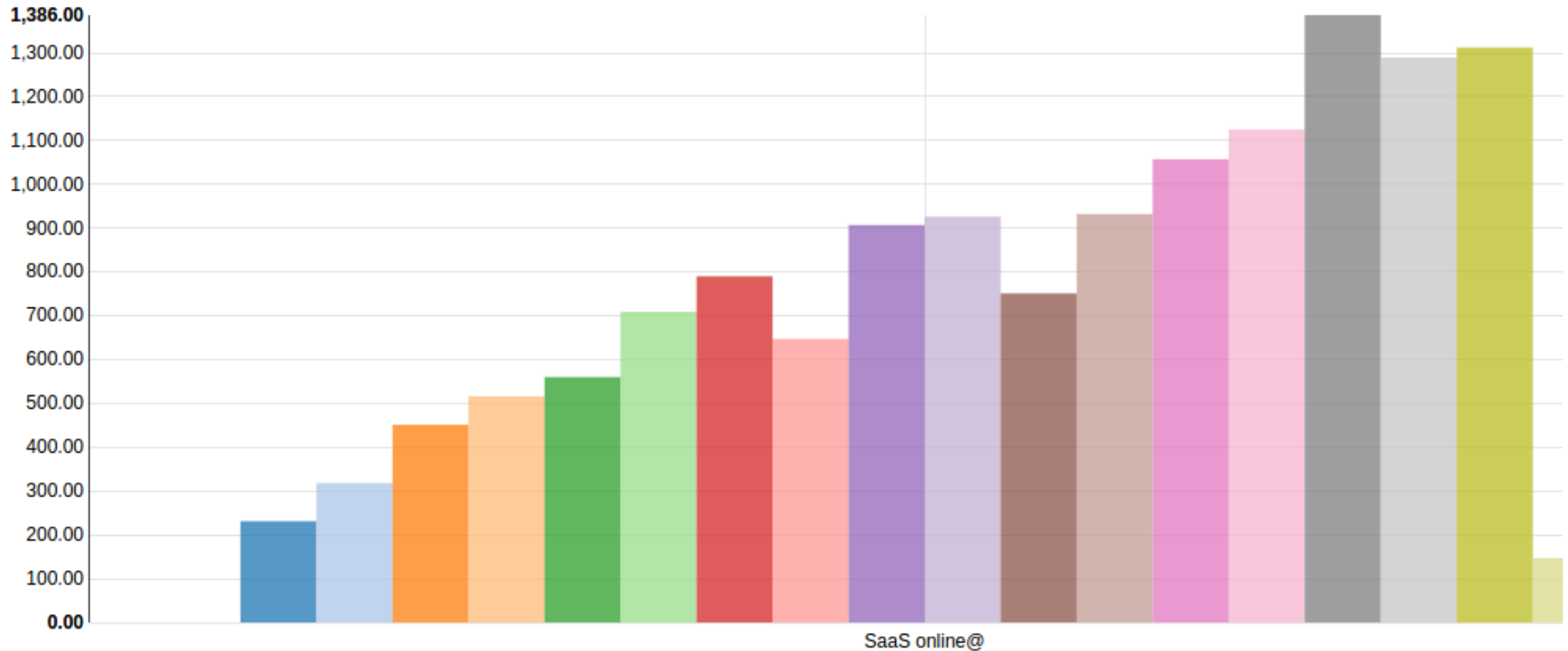- Support provided on standard apps only (no custom nor community modules)

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BUGFIX

We'll fix any bug you may encounter
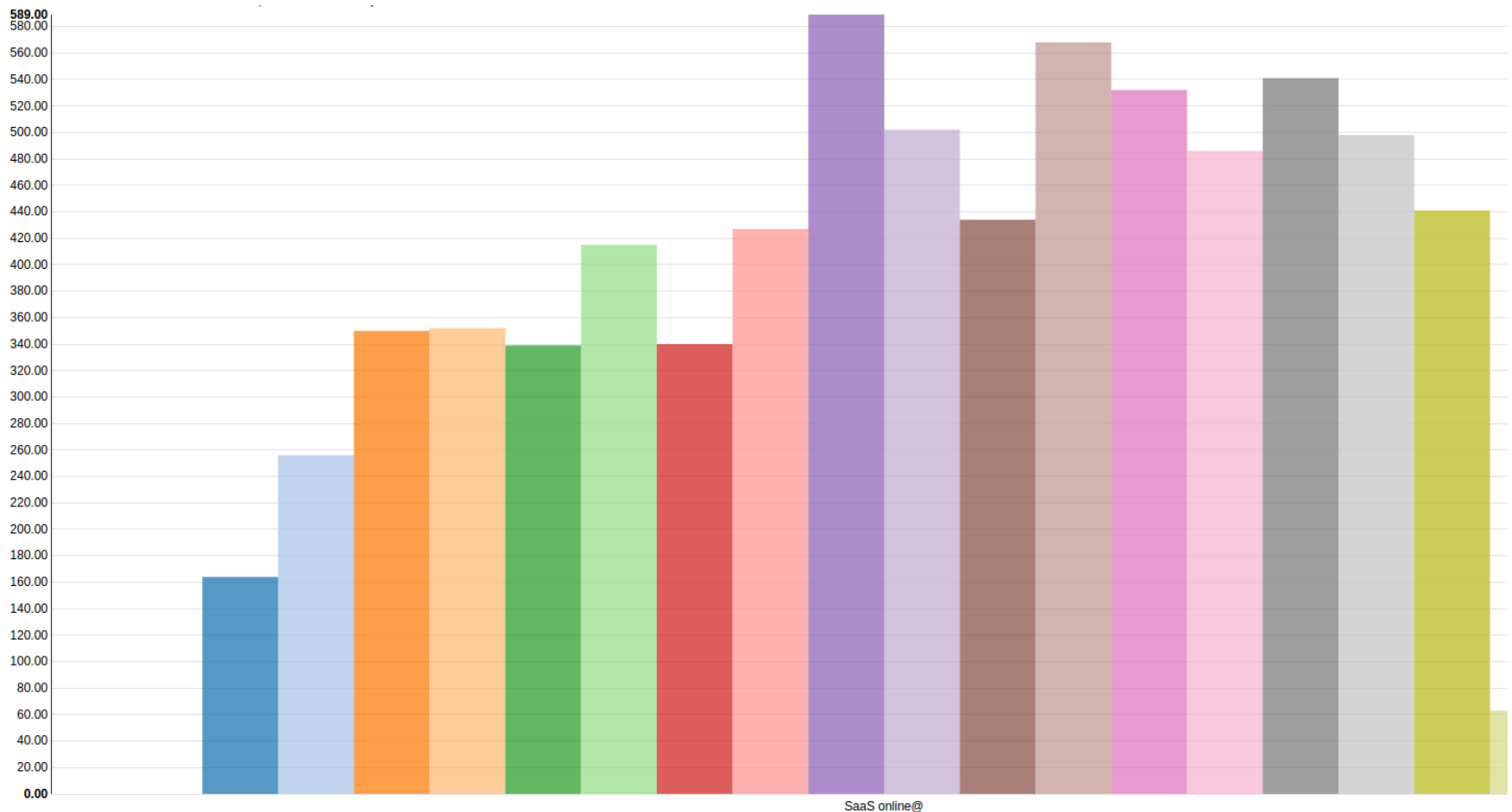
Support & Bugfix volume

From January 2014 to April 2015
- 1386 tickets in March 2015

Bugfix tickets volume

- 541 tickets in March 2015 (40% of total volume)
- Team: 1 full time up to now (R&D), growing to 3 FT

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Bugfix process

- Qualification is done by functional experts (what is a bug?)

- Confirmed bugs are fixed and merged by R&D team in Belgium

- Corrected revision is provided (no more patch sent)

- Current covered versions: v6, v7 and v8

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Bugfix: Advice
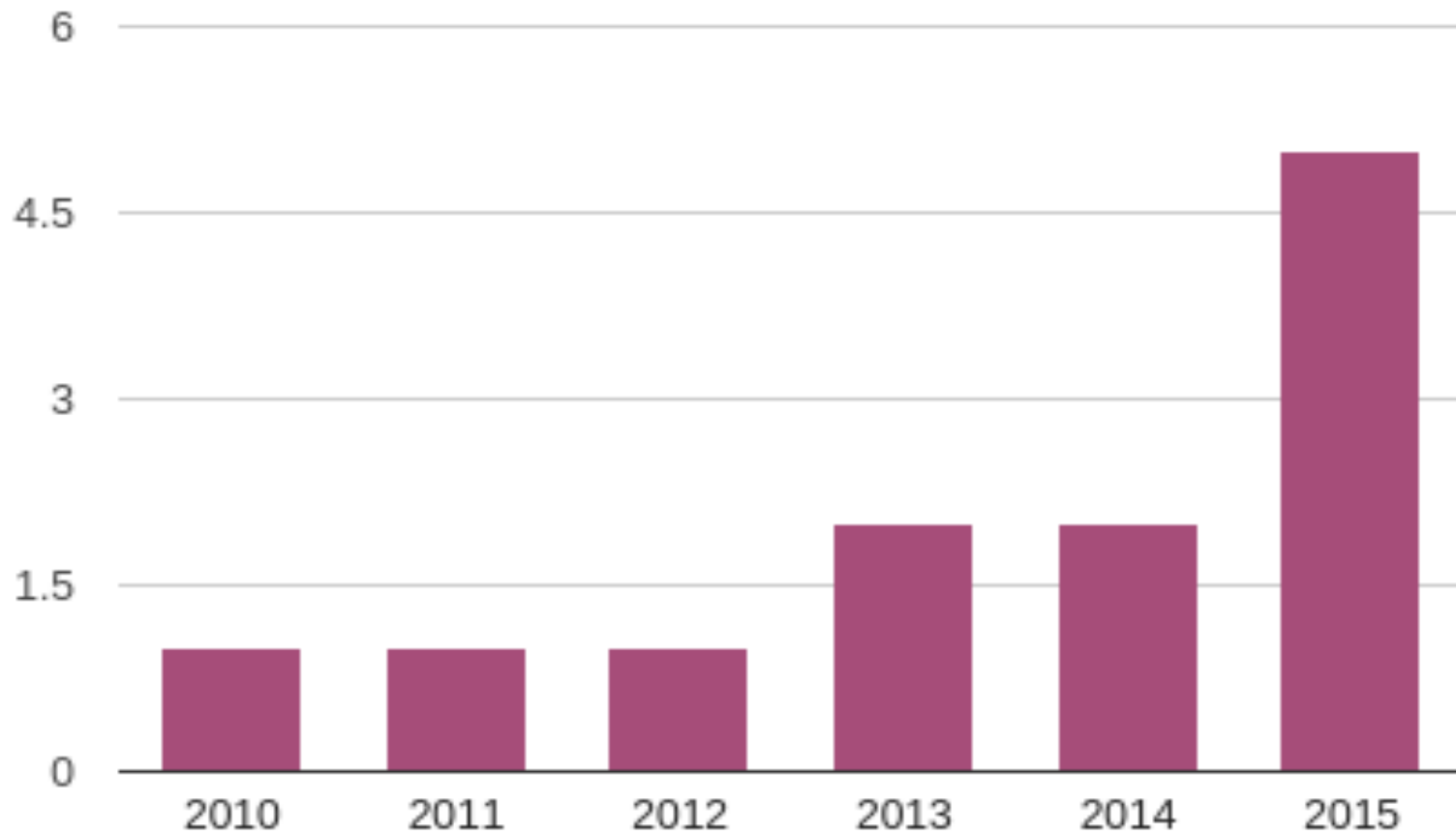
- Mention the impacted version

- Give detailed steps to reproduce it

- Give the current and expected behavior

More details about "Issues Reporting": https://github.com/odoo/odoo/wiki/Contributing#reporting-issues

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SECURITY ALERTS

Your safety first!

Security alerts volume

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Security alerts process and advice

- Safety of Odoo systems is our highest priority. Tickets are analyzed and answered as soon as possible
- Once the problem solved, we send a Security Advisory and correction to our Odoo Enterprise customers
- We let them a reasonable delay to apply the corrections (3 weeks)
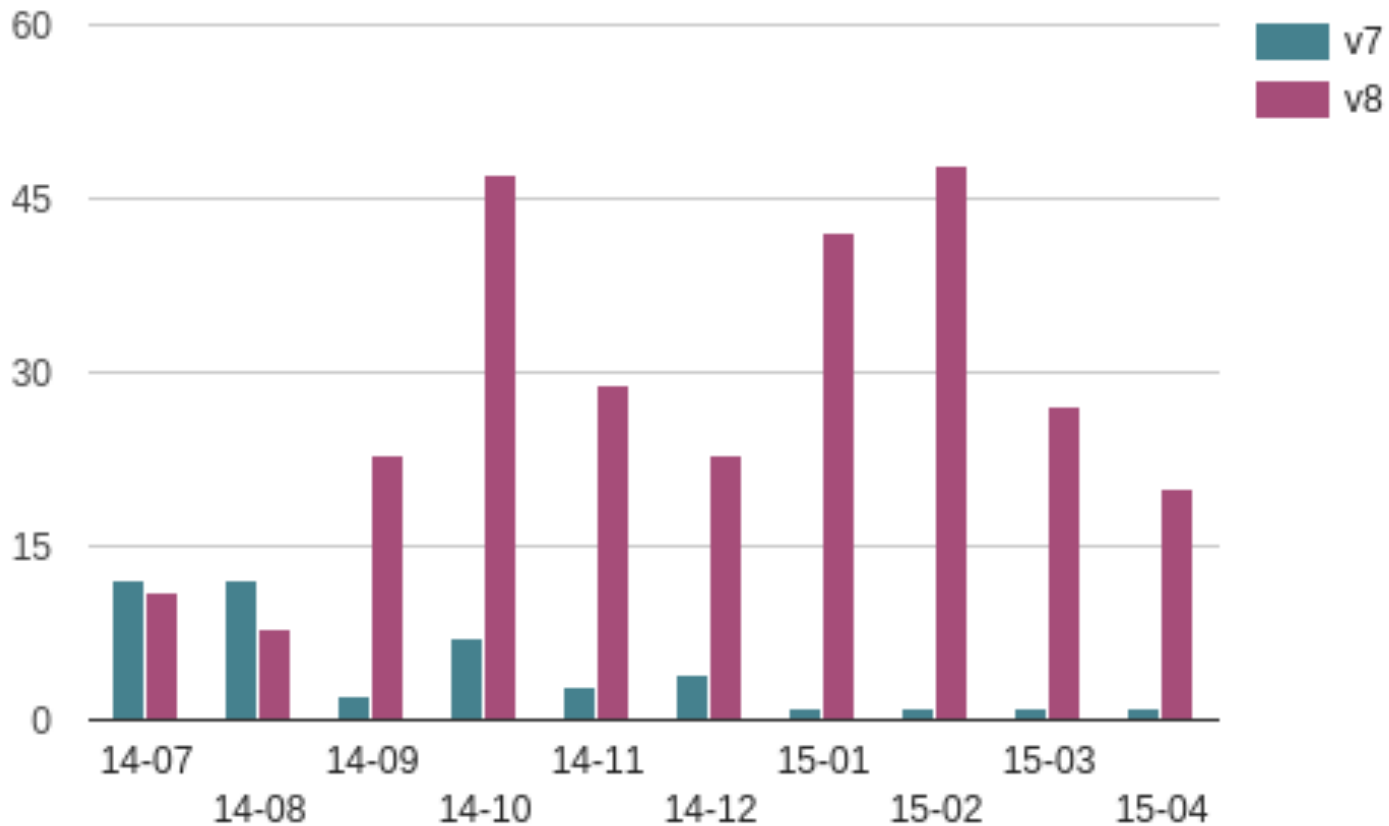- We publicly disclose the Security Advisory to our public channels

More details about "Odoo Responsive Disclosure Policy":
https://www.odoo.com/page/responsible-disclosure

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UPGRADE

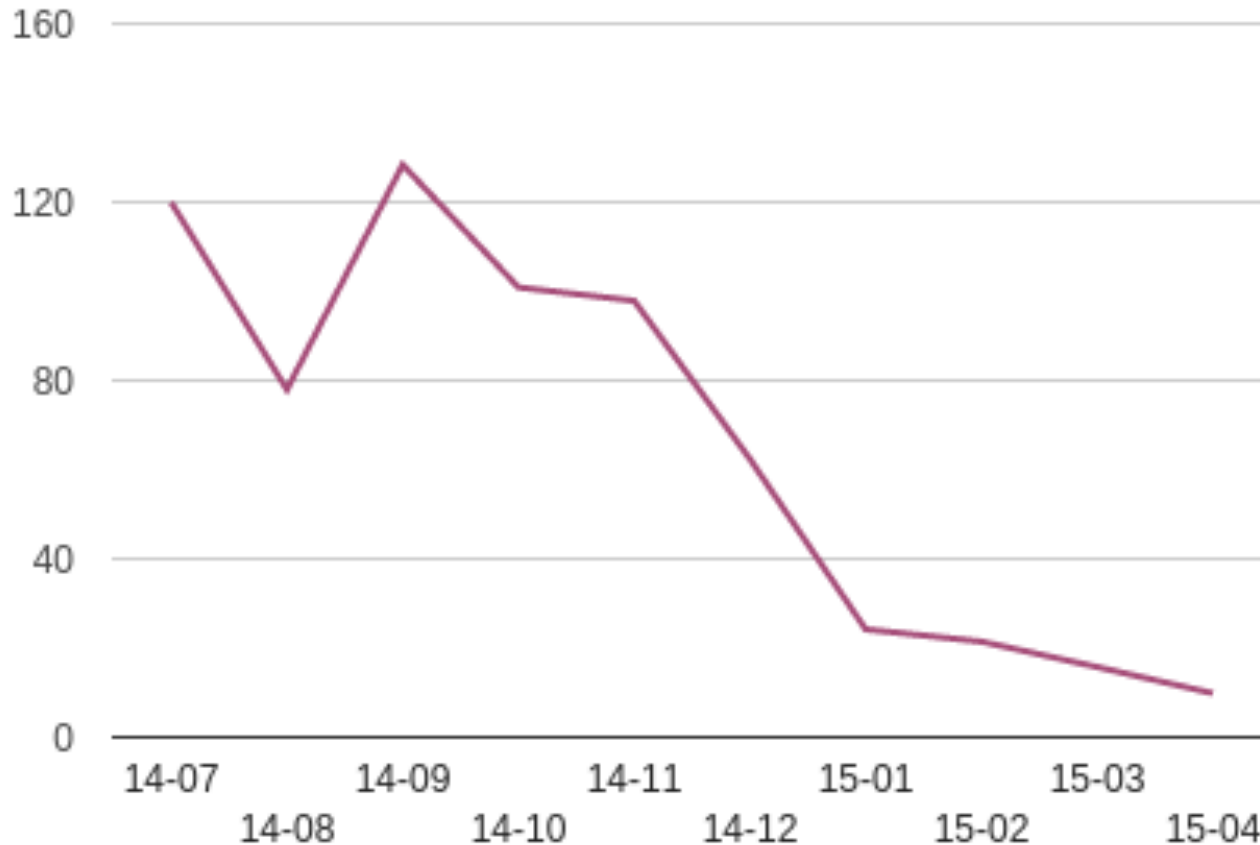We'll upgrade you to our latest version

Upgrade volume

- 278 customers upgraded to Odoo 8 (30% of our onsite OE contracts)
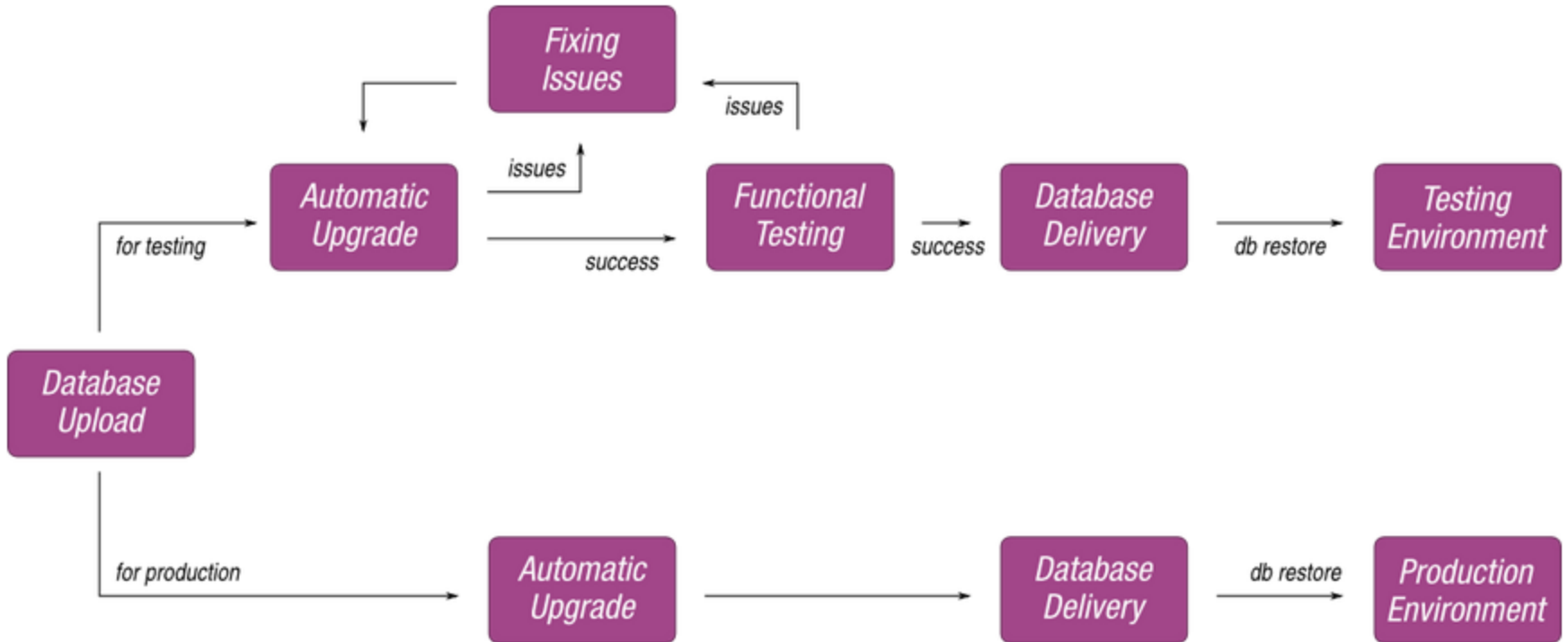

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Average delay to close an upgrade (v8)

- At the release date (Sept 2014): 120 days
- Today (April 2015): 9 days

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Upgrade process

Upgrade : Advice

- Plan your upgrade in advance

- Decide about your custom modules (who will upgrade them?)

- Always do a TEST upgrade before doing it for PRODUCTION

- Don't change your DB structure during your upgrate project

- Plan time for testing and validating your upgraded DB

- Do a last upgrade few days before the PRODUCTION upgrade

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CONCLUSION

What can you expect from OE Services?

- **Support** service will assist you in your daily use of Odoo apps

- **Bugfix** service will allow you to have the best user experience

- **Security alerts** will prevent you from external threat

- **Upgrade** service will keep you aligned with the latest version

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Thank You

Questions ?

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