

IONA FUSE Developer Support

Open Source SOA the Enterprise Way

Experienced support makes the difference between a successful proof-of-concept project and yet another misunderstood technology languishing in an already complex IT environment. Innovative technology has the potential to increase the efficiency of an organization, and guidance during the introduction of the technology maximizes the return on investment (ROI) for all subsequent projects.

IONA has been providing support for distributed service-oriented architecture (SOA) infrastructure for over 15 years, and has a proven track record of successfully solving the most complex integration problems for the Global 2000. IONA extends this heritage with a commitment to open source by offering FUSE, the first tested, certified and supported open source family of SOA components. To ensure the success of FUSE users, IONA supports FUSE users with the same experienced, professional services that support the users of IONA's commercially licensed products.

The FUSE support packages combine the confidence of working with an experienced and professional organization with the innovation and cost savings of open source software. IONA brings the best of both worlds together in a safe and secure environment.

Benefits

- 1 Ensure high availability of mission-critical systems with the assurances of an advanced, prioritized support program
- 2 Take the risk and uncertainty out of working with open source technology in isolation.
- 3 Gain competitive advantage and generate revenue by optimizing the development cycle
- 4 Maximize technology return on investment (ROI) by reducing solution risk and turnaround time

Features

- 1 **Technical Support Center:** 8 x 5 support service with reliable and practical resolution of service requests
- 2 **Engineering Support:** Product fixes for critical issues
- 3 **Online Support Center:** Comprehensive information database, product updates and interactive service requests site
- 4 **Product Releases:** Immediate access to product releases as they become available

"The IONA team played a significant role in the success of this project. With the help of IONA's Professional Services, we completed a successful pilot and quickly progressed to full development and roll-out of the project."

Lilian Duchêne,
SOA Technical Project Manager, ETNIC, BULL Belgium



Making Software Work Together™

Making Proof-of-Concept Projects a Success

IONA developer support - designed to support all projects whether they are small trial projects or large, mission-critical installations - provide prompt and reliable technical support to help optimize development time to maximize the return on existing and future IT investments. IONA does not outsource support, and maintains the same high standards across all its support packages.

Technical Support Center

- 8 x 5 availability
- Service request analysis and definition
- Service request management, resolution and response
- Available product releases

Engineering Support

- Customer-specific patch for confirmed Blocker/Critical and Major service requests
- Accelerated acknowledgement and response target times

Online Support Center

- IONA's open source forums and wiki, a comprehensive online repository of product data, technical information, and articles written by senior IONA technical staff members
- Access to code repository, documentation and release notes
- Product updates available via download
- Online submission of service requests with ability to query status

Priority	Response	Definition
Blocker/Critical	1 Business Day	Developer Support: Service Request issue represents a critical (non production) issue with the development system that has halted all development/system test.
Major	2 Business Days	Service Request issue represents a loss of service in development where the system operation/application development continues though restricted.
Minor	4 Business Days	Service Request issue represents limited loss in the development of the system operation/application resulting in minimal impact.
Trivial	4 Business Days	Service Request issue represents no loss in the development cycle of the system operation/application.

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