

# IONA FUSE Production Support

## Open source SOA the Enterprise Way

All mission-critical software - including open source and commercially licensed software - benefits from 24x7 production support to ensure smooth operation after deployment.

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.

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

IONA production support provides 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. In addition, IONA Production Support includes FUSE HQ, a management and monitoring system based on Hyperic HQ Enterprise.

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.

## Features

- **FUSE HQ:** FUSE management and monitoring system for real-time administration and control of FUSE infrastructure
- **Technical Support Center:** 24 x 7 support services with reliable and practical resolution of service requests at an increased response level to support mission-critical environments
- **Engineering Support:** product fixes for critical issues
- **Online Support Center:** comprehensive information database, product updates and interactive service request site
- **Product Releases:** immediate access to product releases
- **Technical Account Manager:** an IONA team member representing the customer is available as an option
- **Application Consultancy:** consulting to validate the architecture and use of FUSE is available as an option

"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™

## Technical Support Center

- 24 x 7 availability
- Service request analysis and definition
- Service request management, resolution and response
- Identification of available product releases

## Engineering Support

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

## Technical Account Manager (optional)

- Oversees the Operations Guide that documents support processes
- Notifies customer of product releases
- Manages issue escalation
- Publishes scheduled reports

## Application Consultancy (optional)

- Architecture audit
- Scalability and performance review
- Risk identification and resolution
- Migration strategy development

Priority	Response	Definition
Blocker/Critical	Immediate	Production Support: Service Request issue represents a production system down situation in which no system operation/application can continue.
Major	Immediate	Service Request issue represents a loss of service in which the system operation/application continues in a restricted manner.
Minor	1 Business Day	Service Request issue represents limited loss of service resulting in minimal impact on the system operation/application.
Trivial	1 Business Day	Service Request issue represents no loss of system operation/application.

## Online Support Center

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

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