



Ximbiot CVS, Subversion, & Development Portal Support Offerings

Feature	Single Site			Gold Support	Multi-site Platinum Support	Enterprise Support
	Basic Support	Bronze Support	Silver Support			
Price	\$2,999	\$2,000 + \$200/client	\$2,500 + \$225/client	\$3,000/server + \$250/client	\$4,000/server + \$300/client	\$ call
Personalized Security Alerts						
Email Support						
Incident Tracking						
Pre-release Bug Fixes						
Priority Feature Request						
Platform Builds						
Telephone Support			2 Hour Response Business Hours	2 Hour Response Business Hours	1 Hour Response Business Hours	Immediate 24/7 Availability
Remote Response			Within One Week	Next or Following Business Day	Next Business Day	Immediate 24/7 Availability
On-site Response					Within One Week	Next or Following Business Day
Administrator Training (online)	1d/\$380 per student	1d/\$360 per student	1d/\$340 per student	1d/\$320 per student	6 student/1 day class included	
User Training (online)	1d/\$380 per student	1d/\$360 per student	1d/\$340 per student	15 student/1 day class included	2x 15 student/1 day classes included	
Installation and Configuration	2d/\$3,000	2d/\$2,800	2d/\$2,600	2d/\$2,500 per site	2d/\$2,500 per site	
Remote Software Upgrades	1d/\$1,500	1d/\$1,250	1d/\$1,250			
Private Customizations						
Maximum Users	10	50	100	100	150	n/a

All prices are given in US dollars (\$). Telephone and email support is guaranteed only in English, availability of qualified personnel fluent in other languages cannot be guaranteed. All prices for specific services, except for "On-site Response," assume online/remote access to target systems. Included travel for "On-site Response" assumes travel in the continental U.S. only. On-site installation and on-site training is available in the continental U.S. for an additional cost of \$800 + \$125/day when scheduled at least 30 days in advance, at an additional cost of \$1,600 + \$250/day when scheduled less than 30 days in advance, and availability outside the continental U.S. is negotiable. Scheduling on-site installation and training requires a deposit for new Basic and Bronze level support customers. Minimum cost for private training is as for a class of 4, regardless of number attending, but listed per-user pricing may still be available for public classes.

Key	
Feature Included	
Included at Additional Cost	



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Definitions

Personalized Security Alerts

In today's world, it is essential to be aware of security issues and have them resolved before they appear in the press. To this end, your administrators and/or security teams will be alerted to CVS, Subversion, and Development Portal security issues and patches as soon as we have analyzed them, as well as our recommended action. Personalized alert supports any or all of: letter, fax, email, SMS, and telephone.

Incident Tracking

However you make us aware of your support issue, incident tracking provides an automated way to keep track of progress on the incident. Administrators may open new incidents via email, telephone, or by using our online issue management system and may register to be notified via SMS or email of updates to issues.

Pre-release Bug Fixes

When a customer reports a bug, it will be fixed within two weeks. Bug fixes are then immediately made available to all Ximbiot support customers as patches. Quarterly patch rollups are also generated and made available to all our support customers.

Priority Feature Requests

We know that the best new feature ideas come from the people who are actually using the software. Our development teams therefore places a high priority on features requested by our customers.

Platform Builds

Binary builds of supported tools will be provided for supported platforms.

Remote Response

Single Site Silver and all Multi-Site Support customers are provided with remote assistance for restoring non-working repositories back to working order.

On-site Response

When effectively building and managing software releases is critical to your business model, you may not be able to afford any downtime for your development server, no matter the cause. Multi-Site Gold and Enterprise Support customers are guaranteed on-site support to restore their non-working repositories back to working order.

Administrator Training

Powerful source configuration management (SCM) tools like CVS and Subversion provide the capability to streamline software development by reducing the amount of human attention required to produce and maintain multiple releases of quality software. Unfortunately, most shops aren't using the capabilities of their SCM tools to their full potential, often due to simple lack of knowledge and familiarity with those tools among the members of the software development team.

This is a one day course for site administrators on how to manage servers and clients for one of a CVS, Subversion, or Ximbiot Development Portal installation. It includes discussion of architecture, design limitations, maintenance, backup, disaster recovery, release management, integration with other tools (defect tracking, project management, etc.), and more. Your administration team should come away from this class with the skills to effectively deliver software configuration management support to your organization.



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Definitions, continued

User Training

Developers have a tendency to view branching, especially, as too complex to bother with, or at least to bother with much, until they encounter concrete examples of how branching can actually reduce their work load and then practice with it a little. Our User Training can help developers understand how useful branching can be and then provide an environment where they can use it enough to lose their fear of it.

Branching is used as an example here, but there are many other aspects of CVS and Subversion where our User Training can provide a similarly large productivity boost. For example, learning how to get the most out of the research functionality of SCM tools can be an invaluable aid when investigating a bug in a year-old change or even when simply continuing the work of someone who is currently out of the office. Vendor branches, a more complex case of branching that has an even stronger tendency to put the fear of the unknown into developers, can also save time and money once they are understood and put into practice.

This course is adaptable and we can cover any of a number of supported CVS or Subversion clients (command line interface, Eclipse, WinCVS, TortoiseCVS, TortoiseSVN, etc.) and some of your specific business processes as well.

Installation and Configuration

Including basic requirements analysis and remote software installation, this is the fastest way to get up and running with CVS, Subversion, or a Ximbiot Development Portal. We will start with a simple requirements analysis, install your choice of software, and provide basic administrator and user documentation for your new repository. Simple import of an existing source base is included and conversion of a source base from another version control system, preserving history, may be negotiated.

Remote Software Upgrades

Quarterly remote software upgrades are included for all Multi-site Support customers. Upgrades may be installed by Ximbiot personnel via remote access and may include patch rollups, supported customizations, and new releases of supported tools.

Private Customizations

Though we strive to regularly add new features to supported tools, if a feature request is very specific to a particular industry or company culture, then it may prove difficult to include that feature with a released version of a tool. In this case, if a feature is important enough to your operation, then you can pay to have the feature added to a customized version of a tool which Ximbiot will continue to support fully.