

Table 8
Price Range and Pricing Method by Vendor/Offering

(Table courtesy of Gartner Inc.)

	Basic Incident Support	Tier 1	Tier 2	Tier 3	Tier 4	Developer	Engineering Services
Caldera							
Offering	Developer Incident Support	SoftTech	SoftTech Plus	Team	Enterprise	90-Day Developer Support	Engineering services
Range	\$2,995 for 6 months	\$12,800	\$23,000	\$35,000	Custom quote	\$1,500 for 90 days	Custom quote
Method	Limited to 5 incidents	Per OS	All Caldera products	Per OS	Custom quote	Per project	Custom quote
Compaq							
Offering	Bronze	Bronze	Silver	Gold			
Range	\$132 per incident	\$540-\$1,200	\$3,293-\$4,875	\$6,402-\$8,975			
Method	Per incident	Per system	Per system	Per system			
Dell							
Offering	DirectLine Plus	Silver	Gold	Platinum			
Range	\$199-\$1,799	\$199-\$2,299	\$199-\$2,300	Custom bid			
Method	Not provided	Not provided	Not provided	Not provided			
HP							
Offering	Online Incidents	Phone-In Assistance	Personalized Systems Support	Critical Systems Support			
Range	Not provided	Not provided	Not provided	Not provided			
Method	Not provided	Not provided	Not provided	Not provided			
IBM							
Offering	Support Line Incident Pac (U.S. only)	Support Line	Advanced Support			Consult Line	
Range	Not provided	\$6,000 to \$93,000	Custom			\$270-\$350 per hour	
Method	1, 5, 10, 20 packs	Number of CPUs	Special Bid			Hourly	
Linuxcare							
Offering		Silver	Gold	Platinum	High Availability	Developer to Developer	
Range		\$23,500-\$65,500	\$29,000-\$77,000	\$48,000-\$88,500	\$81,000-\$147,000	\$10,000	
Method		10-30 hours	11-30 hours	15-30 hours	20-40 hours	30 hours per year	

Table 8 (Continued)
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	Basic Incident Support	Tier 1	Tier 2	Tier 3	Tier 4	Developer	Engineering Services
MC Linux							
Offering		Enterprise Support	Enterprise Advantage Support	LifeGuard Advantage	Mission Critical Custom Support	Developer Advantage	Engineering Advantage
Range		\$675-\$17,500	\$1,675-\$24,500	\$4,400-\$29,100	Custom quote	Custom quote	Custom quote
Method		Per server	Per server	Per server	Custom quote	Custom quote	Custom quote
Red Hat							
Offering	Incident Packs	Warranty	System Response 12x5	System Response 24x7	System Response Premium	Enterprise OS Engineering	Enterprise OS Engineering
Range	\$325-\$1,549	\$29-\$179	\$500-\$2,000	Not provided	Not provided	\$295-\$339	\$295-\$340
Method	Per incident	Per retail box	Per system	Per system	Per system	Per hour	Per hour
SOT							
Offering	Corporate Bronze	Corporate Silver	Corporate Gold				
Range	\$120+	\$500-\$10,000	\$500-\$25,000				
Method	Minimum fee \$120 + amount of hours used per customer during period (month). Hourly fee: \$90 for remote tasks, \$120 on-site + travel costs and time	Combination of factors: server tasks, high-availability capabilities on hardware reduce fees, total amount of user. Monthly fixed fee quoted based on individual customer requirements	Combination of factors: server tasks, high-availability capabilities on hardware reduce fees, total amount of users; monthly fee				
Siemens							
Offering		Linux Administrator Packages	Linux Administrator Support				
Range		\$3,000-\$25,000	\$9,000-\$50,000				
Method		Number of calls	Number of servers				

Table 8 (Continued)
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	Basic Incident Support	Tier 1	Tier 2	Tier 3	Tier 4	Developer	Engineering Services
SuSE							
Offering	Basic-Level Support	Productive-Level Support	Software Support Agreement	Premium Software Support Agreement			
Range	40 euros	240 euros	Per service price: 60-150 euros per quarter and per machine price 150 euros per quarter	Individual customer requirements			
Method	NA	Per incident	Prices charged by number of system services to be supported and price per machine	Individual customer requirements			
Mandrake							
Offering	MandrakeExpert	Expert	Large Account offering	OEM offering			
Range	\$10 per incident	\$1,000-\$100,000	Customized	Customized			
Method	Per incident	Per incident	Customized	Customized			

Note: All fees are in US. dollars unless otherwise noted.

Source: Gartner Dataquest (August 2001)