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Network Computing Questionnaire on Linux Support Services

Vendor Response

Vendor Company Name: Linuxcare Inc.

Vendor Service Name: Linuxcare Enterprise Support Services

Business Model Overview

Please provide an indication of the size of your company in terms of revenues, numbers of employees, regions of country in which you have support contracts, etc.

Linuxcare is an industry leader in providing comprehensive Linux and open source services and solutions for the data centers. Linuxcare maintains support contracts globally, including Japan, and North America.

1. Support Services

Please describe the services you offer in terms of coverage and pricing. Include per incident, per hour, monthly/annual contracts, etc.

Linuxcare offers Enterprise Support Services, Incident Based Support Services, and Developer Level Support Services. Each Support Services offering is designed to meet the unique needs of each customer. Linuxcare's offerings provide our customers with in depth assistance for the Linux operating system and open source software. Linuxcare's offerings are distribution neutral and cover the installation and basic configuration of most publicly available open source software. This feature of our support allows our customers the flexibility to utilize operating system features and open source software that may not have been included with a selected distribution and was not configured with the customer's unique requirements in mind.

Linuxcare Enterprise Support Services provides our customers a cost-effective support solution for their internal support staff with varying levels of commitment; choices include Silver, Gold and Platinum service levels. Our Customers can use Linuxcare Enterprise Support as a point of escalation for Linux or open-source questions, or to supplement their administrative staff. This offering is designed to meet the support our customer's needs and budget by providing several options for specified hours, response times, authorized customer contacts, and access methods.

Linuxcare Incident Based Support Services offers small business and end users the opportunity to access Linuxcare's expertise in the resolution of their Linux operating system and open source questions. Linuxcare Incident Based Support can be purchased in incident bundles of varying sizes. Linuxcare continues to offer single incident support, as well.

Linuxcare Developer Support Services are typically additions to Enterprise Support Services. Through Linuxcare's Support Services organization, customers are given access to Linuxcare's development team. This offering extends the breath of Linuxcare's support to handle the most difficult questions customers may have.

Linuxcare's Enterprise Support Services Offerings allow our customers the option to choose the level of support they need. Offerings are based on a specified number of hours, customer contacts, and the required response times the customer needs to meet their own obligations. Linuxcare's Support offerings range from 12x5 support, 6 AM to 6 PM PST Monday through Friday, to 24x7x365 meaning 24 hours a day, every day of the year.

Do you provide services for specific applications in addition to general Linux support? Examples might include Apache, Samba or IBM WebSphere.

Linuxcare's Enterprise Support Services Offering is a quality assurance system designed to facilitate the resolution of Linux related problems, issues and concerns for our customers. It is designed to ensure the appropriate level of customer care for a variety of computing environment needs. Linuxcare provides services associated with the following tasks:

Hardware Compatibility	Hard Drive Partitioning
Duplication and Resolution	Assistance with system administration tasks such as adding and deleting users, changing pass words and more complex issues that require substantial problem analysis.
Installation issues	Configuring a dual-boot Linux system with Linux OS and one other OS utilizing LILO
Client Network Configuration	SSH Server
FTP Server	Apache Web Server
MTA and MUA	NFS
Client Network Configuration	Samba Configuration

Linuxcare's Support Services offering is not limited to the, above Linux operating system and open source issues, however is using the above as an example of the services which are offered to our customers.

Do you provide additional services, such as engineering- or development-specific support? If so, please detail the services and pricing models for said services.

This is detailed above.

Do you offer advanced or “gold” services? If so, please detail the service and pricing.

Linuxcare offers Silver, Gold, Platinum, and High Availability Support offerings. Each offering is based on a set of response times, authorized customer contacts, and the number of available monthly support hours.

Please list the Linux distributions you support.

Linuxcare is distribution neutral and supports all major Linux Distributions.

Caldera Corel Debian GNU/Linux Linux PPC Macmillan Complete Linux Mandrake Linux	Red Flag Red Hat Slackware Linux Storm Linux SuSE Linux TurboLinux Yellow Dog
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Please detail acceptable methods of incident reporting. For example, do you accept incident reports or support questions via e-mail? Phone? Hard copy? Web-based?

Linuxcare offers web, phone, and email based support submissions.

Please describe the incident escalation process for your service.

The basic description is as follows:
Linuxcare receives a support submission and a Support Engineer is assigned. If Support Engineer is unable to resolve incident in, it is escalated to Support Engineer Level II. The Level II Engineer will resolve issue or the issue will be escalated to Development as a Services engagement with customer approval for resolution.

In what languages can you provide technical support services? For example, English, French, Spanish, Russian? Is this limited by the communications medium in any way, such as multi-language support only via telephone or e-mail?

Linuxcare has the ability to offer support in multiple languages, however this is not part of our standard offering and is only available via email. Spanish, French, German, Japanese, Chinese, Korean, and Russian are included in this support.

Do you have any partnerships/agreements with individual distribution vendors that offer additional areas of technical expertise? Please detail.

Linuxcare maintains a professional relationship with the distribution companies.

Are support services limited to specific hardware? If so, please detail the hardware supported.

Linuxcare does not limit the Support Services to specific Hardware, however we do set the expectations with our customers that we may require access to the hardware to provide a resolution to the issue the customer is experiencing.

Experience

How long have you been supplying Linux support services?

3+ years

What is the average number of years of experience of your support staff?

6 years

Do you require or encourage your staff to earn certifications pertinent to their positions? For example, networking or Linux-specific certifications.

Linuxcare encourages our engineers and all employees to develop their individual Linux and general computing skills. Each employee participates in developing their own growth plan, which includes the advancement of their Linux and computing skills through education and mentoring.

Have you received any certifications or awards in the last two years attesting to the quality of your service?

Are customer testimonials available, should the need arise, to validate your service?

Customer testimonials are available upon request.

Service-Level Management

What metrics are commonly tracked by your organization to indicate the status and/or performance levels offered by your staff? For example, is your staff judged by the number of calls they handle or by the number of problems solved, regardless of the mean time to solve?

Initial response time, call resolution time, qualities of responses are all evaluated in proper customer care. Our offerings require the customer to choose the services levels, which are appropriate to their environment.

Initial Response Time, Report Expectation, and Internal Escalation are included.

Please detail any response time guarantees you offer.

Below is the detail of Linuxcare's response criteria for Enterprise Support Services.

Contract Type	Support Hours	Initial Response Time	Report	Internal Escalation	Resolution
High Availability	365x24x7	Within 15 minutes	Within 1 hour	2 hours	Continuous effort until authenticated
Platinum	365x24x7	Within 2 hours	Within 4 hours	8 hours	48 Hours or until authenticated
Gold	12x5	Within 4 Business hours	Within 8 Business hours	2 Business days	3 Business days or until authenticated
Silver	12x5	Within 8 Business hours	Within 24 Business hours	4 Business days	6 Business days or until authenticated

Conclusion

Thank you for taking time to respond to this RFI. Please feel free to add information that you feel would be of use in developing a more complete perspective on your service offering.