



JoramMQ Enterprise

Outline of the service offering

The JoramMQ Enterprise service offering is based on the support and maintenance of the JORAM open-source product, completed with a license for using additional products and services which help you implement a JORAM solution.

JoramMQ Enterprise includes :

- a software license for using additional tools,
 - MQTT plugin
 - performance modules
 - JoramMQ operator console
- support and maintenance of the runtime and of the additional tools and services,

all being packaged as a single support and maintenance offering focused on a client application project.

Project – application focus

ScalAgent DT contracts focus on servicing a client project. This makes our contracts unique as compared to other proposals which grow along with the number of processors. It allows you to keep control over your support expenses all over your project. You get a fixed price, whatever your development methodology or the size of your future deployment.

A client project is defined by the development, deployment, and/or installation of an application, under the control of a project leader. This definition depends on the client actual methodology, on what application means for him, on how he organizes to realize it, and possibly on implementation or deployment choices. It usually covers a single operational deployment, and as many deployments as necessary during the development and validation phases.

project size – number of servers

JoramMQ Enterprise pricing does not relate to a number of processing units. However we have identified three levels of complexity, associated with different kinds of issues that may be raised. Those three levels are characterized by a maximum number of network units (i.e. servers) for each configuration, especially the operational configuration. The simple level is limited to 4 servers, the large level to 16 servers, and the complex level to 256 servers. JoramMQ Enterprise may also be used in larger configurations. Please ask for advice and for a quote.

Inclusive contracts

ScalAgent DT sells JoramMQ Entreprise as project centric support and maintenance contracts. Contract are inclusive, covering all the steps of the project for an annual fee.

The standard silver pack targets a user or an integrator. The annual fee is higher on the first year, and strongly lower on the following years. It matches the project life cycle, beginning with a development step with stronger support needs, and followed by an operation step with reduced needs.

The gold pack targets ISVs which integrate JoramMQ into their product. The annual fee is fixed. It notably includes an unlimited number of operational deployments.

Support level	JORAM OW2	JoramMQ Silver	JoramMQ Gold
Service conditions			
Support periods	Best effort	9H, business days	9H, business days
Max take over delay		8H	4H
Number of contacts	joram@ow2.org	2	4
Support language	English only	English/french	English/french
Supported configurations			
Number of serveurs	Best effort	1-4	1-16
Number of deployments		as required by client project	unlimited
Concurrent versions		1	2
Tools and additional services			
Developer console		max license (for the project)	max license (for the project)
Operator console		max license (for the project)	max license (for the project)
MQPerf standard		unlimited (for the project)	unlimited (for the project)
Services description			
Nombre of issues		unlimited	unlimited
Client interventions		2/year	10/year
Development support		16 hours (1 st year)	40 hours
Pricing¹			
Price/year (HT) – 1 st / next	free	6 k€ / 1,2 k€	15 k€
Add-on support/day		890 €	800 €
Add-on consulting/day		1.300 €	1.170 €
Additional options			
Additional version		-	yes
Client interventions		+8	+15
Development support		+20d, +60d	+20d, +60d
Number of servers		1-16, 1-256	1-256
Reference platform		-	yes
24/24 7/7 extension		yes	yes

Technical support conditions are available on download from our web site.

¹ Prices are indicatives and may be changed without prior notice.