

Support offers



IT Service Management

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1. Why should I sign a support and maintenance contract?

The characteristics of every desktop management software (like opsi) are:

- It is used by system admins with a limited amount of time and money
- The learning curve takes several days
- Huge time saving potential when in operation
- Critical when breakdowns and malfunctions occur
- The software system requires maintenance to stay up-to-date for distributing recent software packages
- The software system requires maintenance to support new operating systems (installation as well as software distribution)
- The software system requires maintenance to integrate the latest hardware (new or updated drivers)

The resulting arguments are:

- To procure a software distribution system might be free of charge – the installation, introduction and operation of the system never is.
- The most economical solution for the introduction is to provide workshops and training for the administrators, covering the installation and operation of opsi
- The most economical solution for a continuous operation of opsi is to sign a support and maintenance contract

2. Support offers

2.1. For free: web support forum under forum.opsi.org

The use of the opsi web forum is open for everybody and free of charge. In the evaluation phase additional support is supplied by **uib gmbh** and by the opsi community.

There is no support free of charge provided by **uib gmbh** for productive opsi installations.

2.2. Common terms and conditions

The following terms and conditions as well as the pricing are valid per end customer and standard installation. Please contact us for the special pricing for consultants and special installations. **All prices are exclusive VAT.**

Our support services covers questions regarding opsi as well as technical questions regarding the operating systems Linux, Windows and network



technology.

The prices for the support and maintenance contracts and subscriptions have to be paid once a year in advance. For different modes of payment additional costs will be charged:

For half-yearly payment 100 € / year, for quarter-yearly payment 200 € / year.

Additional service and support time, will be invoiced every three months with submission of proof of service (activity report).

The minimal duration of the support and maintenance contracts and subscriptions is one year and extends automatically. The period of notice is 3 months.

The default support reaction time is one working day.

In case of support break: **15 % additional charge**

The general terms and conditions of uib gmbh are to be applied.

2.3. Opsi introduction

2.3.1. Workshop

To introduce opsi to your organization we recommend:

- 3-days workshop at your site (in-house workshop)

2.3.2. Pricing

- by request

2.3.3. Introductory support package

As an alternative to the in-house workshop we offer the introductory support package:

- 4 h phone and email support
- support period is 2 months
- bookable once per end customer
- Remaining (unused) support time expires after 2 months and will be used for product maintenance.

Pricing:

- 720 € once
- Additional support time 3.00 € per minute (180 € per hour)



2.4. Professional - Support*

2.4.1. Services

- Phone and email support
- opsi maintenance
- Support time of 60 minutes per month included
- Remaining (unused) support time cannot be transferred to the next month and will be used for product maintenance

2.4.2. Pricing

- 165 € per month resp. 1,980 € per year
- Additional support time 2.75 € per minute (165 € per hour)

2.5. Professional Plus - Support*

2.5.1. Services

- Phone and email support
- opsi maintenance
- Support time of 120 minutes per month included
- Remaining (unused) support time cannot be transferred to the next month and will be used for product maintenance

2.5.2. Pricing

- 300 € per month resp. 3,600 € per year
- Additional support time 2.50 € per minute (150 € per hour)

* Professional and Professional Plus contracts are only available for installations up to 1000 clients. From 1000 clients on, a higher maintenance is required, covered by Enterprise contracts.



2.6. Enterprise - Support

2.6.1. Services

- Phone and email support
- opsi maintenance
- Support time of 600 minutes (10 h) per 3 months included
- Remaining (unused) support time cannot be transferred to the next quarter and will be used for product maintenance

2.6.2. Pricing

- 450 € per month resp. 5,400 € per year
- Additional support time 2.25 € per minute (135 € per hour)

2.7. Enterprise Plus - Support

2.7.1. Services

- Phone and email support
- opsi maintenance
- Support time of 900 minutes (15 h) per 3 months included
- Remaining (unused) support time cannot be transferred to the next quarter and will be used for product maintenance

2.7.2. Pricing

- 600 € per month resp. 7,200 € per year
- Additional support time 2.00 € per minute (120 € per hour)

2.8. Enterprise Premium - Support

2.8.1. Services

- Phone and email support
- opsi maintenance
- Support time of 3.600 minutes (60 h) per 3 months included
- Remaining (unused) support time cannot be transferred to the next quarter and will be used for product maintenance

2.8.2. Pricing

- 1,200 € per month resp. 14,400 € per year
- Additional support time 2.00 € per minute (120 € per hour)



2.9. Subscriptions

We offer subscriptions for regular updates of various software products.

The subscription prices apply per end customer and depending on the subscription type for up to 500 or 1,000 clients.

Meaning, for more than 500 or 1,000 clients, multiple subscriptions must be purchased.

2.9.1. Update subscription for 'MS Hotfixes' up to 1000 clients

Regular updates for the product MS-Hotfix for these Windows versions:

- Windows Server 2016
- Windows Server 2019
- Windows 10
- Windows Server 2022
- Windows 11

The updates will be provided within 3 working days after Microsoft's publication of important and critical patches and delivered via download area (restricted access).

Pricing: 360 € per year (30 € monthly)

The subscription packages may not be shared.

2.9.2. Update subscription for 'MS-Office Hotfixes' up to 1000 clients

Regular updates for the products:

- MS-Office 2016 (32 Bit / 64 Bit)

The updates will be provided within 3 working days after Microsoft's publication of important and critical patches and delivered via download area (restricted access).

Pricing: 360 € per year (30 € monthly)

The subscription packages may not be shared.

2.9.3. Update subscription for the 'opsi standard products' up to 1000 clients

Regular updates for the products:

- 7-Zip
- Adobe Reader DC Classic



- Adobe Reader DC Continuous
- Apache OpenOffice.org (german)
- Gimp
- Google Chrome
- JAVAM Oracle JDK (current OpenJDK builds from Oracle)
- LibreOffice
- Mozilla Firefox (dutch, german, english and french)
- Mozilla Thunderbird (german, english and french)
- VLC Media Player

The updates will be provided within 2 working weeks after manufacturer's release. For critical security patches the opsi packet will be provided within 1 working week after the patch release.

Pricing: 360 € per year (30 € monthly)

The subscription packages may not be shared.

Upon request, we will provide you with an offer for the following products in other languages as well:

- Mozilla Firefox
- Mozilla Thunderbird

2.9.4. Update subscription per software package up to 500 clients

The following products can be purchased for regular updates:

- Adobe Acrobat DC Pro 2017*
- Adobe Acrobat DC Pro 2020*
- Adobe Acrobat Reader
- Amazon Workspaces
- Anydesk
- Arduino IDE
- Audacity
- Blender
- Brave Browser
- Citrix Workspace App LTSR
- Daminion Client
- Datev Security Package Compact
- Bundle: Datev Security Package Compact & DATEV SmartVerify ***
- Docker Desktop



- Filezilla
- FortiClient VPN
- Ghostscript
- IKARUS anti.virus
- Inkscape
- IrfanView
- KeePass Password Safe
- Krita
- Lenovo System Update
- Logitech Options
- Microsoft Teams
- Netsupport Manager Client
- Nextcloud Client
- Notepad ++
- OBS Studio
- Office Click to Run Office365/2019/2021**
- OwnCloud Client
- Paint.NET
- PDF 24 Creator
- PDF XChange Editor
- Putty
- Python 3 Bundle ***
(all versions starting from python3.9)
- Scratch
- Sysinternal Suite
- Textpad
- Ultimaker Cura
- Veyon
- VirtualBox
- Visual Studio Code
- Webex
- WinSCP
- WizTree
- Zimbra Connector for Outlook
- Zoom

The updates will be provided within 2 working weeks after manufacturer's release. For critical security patches the opsi packet will be provided within 1 working week after the patch release.

Price per software package up to 500 clients: 96 €/year (8 € per month)

Price per Bundle packages up to 500 clients: 150 €/year

The subscription packages may not be shared.

* The initial installation of **Adobe Acrobat DC Pro** is not included in the

subscription. We provide a template free of charge, which the customer can fill with their installation media. Alternatively, it can be requested as part of a support contract or as "Packaging Support Subscription Plus" at a one-time price of 360 € (net).

** The initial installation of **Office Click to Run** is not included in the subscription. We provide a template free of charge, which the customer can fill with their installation media. Alternatively, it can be requested as part of a support contract or as "Packaging Support Subscription Plus" at a one-time price of 360 € (net).

** Microsoft Licenses are not included.

*** Bundle packages have different prices.