

## Support Plan Factsheet

### Support Plan Overview

Nagios Enterprises offers professional technical support services that ensure customer satisfaction with Nagios® and core Open Source Nagios addons. Our comprehensive support service includes technical assistance via email, phone, and our online support website.

### Global Support Coverage

Support services are available to customers around the globe through our support website and email systems. Additionally, regional telephone numbers are present in North America and Europe to ensure ease of access to phone support services. Regional phone numbers are currently available in the United States and Europe.



### Features and Pricing Information

Nagios Enterprises currently offers two annual support plans for Nagios. Customers can choose from Basic and Standard support packages as their needs require.

Plan Feature		Basic	Standard
Type of Organization		Small	Medium
Web Support (knowledge base, etc.)		Yes	Yes
Email Support		Yes	Yes
Telephone Support		-	Yes
Telephone Hours		-	8x5 <sup>1</sup>
Response time		1 business day	4 business hours
Max number of contacts (Nagios admins)		2	4
Max number of tickets/year		10	Unlimited
Support for advanced installations		-	Yes
Supported installation types		Standalone	Standalone, Distributed, Redundant
Annual Price	1-2 Nagios Servers	\$2,495 USD	\$5,995 USD
	3-4 Nagios Servers	\$3,743 USD	\$8,993 USD
	5-10 Nagios Servers	\$4,990 USD	\$11,990 USD

#### Supported Software

- Nagios®
- Nagios Plugins
- NSCA
- NRPE

#### Supported Platforms

- RedHat
- Debian
- SLES
- Ubuntu Server
- Solaris
- FreeBSD
- CentOS
- Fedora
- OpenSUSE
- Ubuntu Desktop
- VMware

<sup>1</sup> Times are local to regional telephone numbers in the US and Europe.

### Custom Support Plans

If your organization requires a custom support plan for Nagios, please contact us for more information and to request a quote.

### Purchasing

Organizations interested in purchasing a Nagios support plan may do so by contacting Nagios Enterprises directly:

US: 1-888-624-4671  
 International: +1 651-204-9102  
 Web: <http://www.nagios.com>  
 Email: [sales@nagios.com](mailto:sales@nagios.com)