

Service description



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](https://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)
- Pricing on request

### **2.3.2. 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)

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.

## **2.5. 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. opsi Extensions

opsi extensions are available as annual licenses and expand the free opsi core. The licenses are issued per end customer. The license is based on the total number of clients managed with opsi.

For reseller prices, please send an e-mail to [sales@uib.de](mailto:sales@uib.de).

### **2.9.1. Annual license opsi Basic**

The annual license opsi Basic includes the core features plus:

- Directory Connector, Linux Agent, License Management, Local Image, Monitoring Connector, User Roles, WIM Capture, Secureboot

Free license for up to 30 clients for test purposes and commercial use.

The opsi Basic License is renewed annually in October and can be downloaded from the uib download server (<https://www.uib.de/en/opsi-basic>).

The opsi Basic License cannot be combined with other opsi licenses - neither with other opsi annual licenses nor with one-time payment licenses (from so-called co-funding).

### **2.9.2. Annual license opsi Professional**

The annual license opsi Professional includes the core features plus:

- Directory Connector, Linux Agent, License Management, Local Image, Monitoring Connector, User Roles, WIM-Capture, WAN / VPN

Minimum quantity 100 clients, expandable in steps of 50.

Base price for up to 250 clients is 4,99 € net / client.

### **2.9.3. Annual license opsi Professional EDU**

The annual license opsi Professional includes the core features plus:

- Directory Connector, Linux Agent, License Management, Local Image, Monitoring Connector, User Roles, WIM-Capture, WAN / VPN

Minimum quantity 100 clients, expandable in steps of 50.

Base price for up to 250 clients is 2,99 € net / client.

Education ('Edu') pricing applies to educational institutions and certain non-profit organizations. Licensing is determined by uib gmbh on a case-by-case basis.

### **2.9.4. Annual license opsi Enterprise**

The annual license opsi Enterprise includes the core features plus:

- Directory Connector, Linux Agent, License Management, Local Image, Monitoring Connector, User Roles, WIM-Capture, WAN / VPN, Secureboot, macOS Agent, Scalability

Further new developments will be added automatically.

Minimum quantity 100 clients, expandable in steps of 50.

Base price for up to 250 clients is € 8.99 net / client.

### **2.9.5. Annual license opsi Enterprise EDU**

The annual license opsi Enterprise includes the core features plus:

- Directory Connector, Linux Agent, License Management, Local Image, Monitoring Connector, User Roles, WIM-Capture, WAN / VPN, Secureboot, macOS Agent, Scalability

Further new developments will be added automatically.

Minimum quantity 100 clients, expandable in steps of 50.

Base price for up to 250 clients is 4,99 € net / client.

Education ('Edu') pricing applies to educational institutions and certain non-profit organizations. Licensing is determined by uib gmbh on a case-by-case basis.

## **2.10. Terms of use for opsi extensions**

opsi Professional and opsi Enterprise are available as annual licenses. A contract always commences on the 1st of the month of delivery.

The licenses are automatically extended by an additional year if not terminated in writing with a notice period of 3 months to the end of the respective contract period. In the event of a contract extension, the price list valid at the time of the extension applies.

It is also possible to purchase a license for three or five years. Opting for a 3-year contract grants an additional 5% discount on the total amount, while a 5-year contract offers an 8% discount.

The contract for an annual license of the opsi extensions does not include their setup and does not include support for the use of the opsi extensions. If necessary, these must be obtained as part of a support contract. Bug fixes for the extensions, on the other hand, are provided free of charge and do not have to be paid for as a support service as long as they have not yet been released.

### **2.10.1. Copyright and right of use**

The opsi licenses provided are the property of the uib gmbh company. The end customer may use them for themselves for up to the licensed number of clients.

However, the customer is prohibited from publishing or passing them on until uib gmbh has published the entire scope of delivery under AGPL.



## 2.11. Update 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.

### ***2.11.1. 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.

### ***2.11.2. 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.

### **2.11.3. Update Subscription for '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
- Open JDK 8 LTS: javavm8
- Open JRE / JDK 11 LTS / JDK 17 LTS: javavm
- Open JDK: javavm-oracle-jdk (current Open JDK Implementation by Oracle <http://jdk.java.net/>)
- 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

#### **2.11.4. Update Subscription Plus 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
- Bitwarden
- 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
- GEDOKU
- Ghostscript
- Greenfoot
- IKARUS anti.virus
- Inkscape
- IrfanView
- KeePass Password Safe
- Krita
- Lenovo System Update
- Logitech Options
- Microsoft Teams
- Netsupport Manager Client
- Nextcloud Client
- Notepad ++
- Nitrokey App 2
- OBS Studio
- Office Click to Run Office365/2019/2021\*
- OpenVPN
- OwnCloud Client
- Paint.NET
- PDF 24 Creator
- PDF XChange Editor
- Putty
- Python 3 Bundle \*\*  
(all versions starting from python3.9)

- Rocket.Chat
- Scratch
- Sysinternal Suite
- Teamviewer Remote
- Textpad
- Total Commander
- Ultimaker Cura
- VeraCrypt
- Veyon
- VirtualBox
- Visual Studio Code
- Wazuh Agent
- Webex
- WinSCP
- Wireshark
- 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 packages in this update subscription do not contain installation files or licenses. These must be added to the package once. This initial setup is not included in the scope of the update subscription.

The initial setup can either be carried out manually according to the documentation included in the package or via remote support from uib. Remote support can be provided as part of an existing support contract or via the additionally bookable "Packaging Support Subscription Plus" at a one-off price of €300 (net).

\*\* Bundle packages have different prices.