



# Relax-and-Recover Support Services



## Price-list Relax-and-Recover (ReaR) Support Services

The usage of the Relax-and-Recover (ReaR) software is free of charge (**no license fee** required) as it is an Open Source project based on the GPL v3 license. Source code of ReaR can be found at <https://github.com/rear/rear>

For professional use we offer Subscription, Support, Consulting and Training services. For each service bought an invoice will be provided (TAX exempted for customers outside Belgium).

### Subscription

- Building, Testing and Maintenance of ReaR “stable” packages for GNU/Linux Operating Systems:
  - various distributions (SuSe, RHEL, Debian, Ubuntu, ...)
  - supported architectures (x86\_64, ppc64, ppc64le)
- To guarantee **Continuous Development**, bug-fixes, adding documentation and quality assurance (QA) through the “Relax-and-Recover Automated Testing” program<sup>1</sup>. BAREOS<sup>2</sup> is currently the only open source backup program for which continuous integration tests are performed
- Continuously updating the “Relax-and-Recover User Guide<sup>3</sup>” pages, which is a side project of ReaR
- Does not include incident support (nor is it replacing a support contract) – it’s sole purpose is to buy time so we can stay on working on ReaR internals and updating documentation

SKU/Description	# Units	Price/year
REAR-10	10	60 €
REAR-100	100	450 €
REAR-1000	1.000	3.000 €

### Support

- Pre-requisite: Subscription (REAR-10, REAR-100 or REAR-1000)
- Analysis of incident reports, provide solutions and/or work-around.
- Hot fixes can be provided if required
- Best effort to assist in existing integration issues with commercial backup software
- A ReaR Support Contract comes in different flavors in function of the amount of incidents and according the desired Service Level Agreement (SLA)

SKU	Descr.	# Incidents	Service Level	Price/year
REAR-S	Standard	5	Within Two business days	2.000 €
REAR-A	Advanced	10	Next business day	3.000 €
REAR-B	Business	20	Same business day	6.000 €

1 The “Relax-and-Recover Automated Testing” program is an Open Source project (see <https://gdha.github.io/rear-automated-testing/> for further details) based on **sponsorship**.

2 BAREOS (Backup Archiving REcovery Open Sourced) project (see <http://www.bareos.com/en/Support.html> for commercial supported versions of BAREOS)

3 The “Relax-and-Recover User Guide” program is an Open Source side project of ReaR (see <https://github.com/rear/rear-user-guide>).



# Relax-and-Recover Support Services



## Consulting

- Delivery of projects, workshops, documentation and training's
- Remote or on-site consultancy services including workshops and training's
- Writing code for integrating backup software within ReaR or adding missing features
- Contact us for the possibilities and prices

## Subscription Terms and Conditions

- Subscription term is 1 year
- We guarantee the quality of our rear package fully tested against the supported hardware
- The repositories get updated as soon as bug fixes or product enhancements are integrated and tested
- The software can still be used even if a subscription has been expired and does not get renewed
- We guarantee to continuously update the ReaR User Guide

## Support Terms and Condition

- Support requires a valid subscription
- Support term is 1 year
- Incidents and issues will be analyzed, bugs and unexpected behavior will be fixed. However, it does not cover adding new features
- If a bug was fixed it will be committed to our source repositories, pass through our QA and will be added into the next release. For severe bugs or security issues, a hot fix will be provided
- Issues can be reported by phone, email or via GitHub issues tracker
- Number of authorized support persons at customer: 2
- Response times count within CET business hours only, which are: Monday – Friday 9am – 5pm, except for legal holidays in Belgium



### **IT3 Consultants bv**

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