Hortonworks

Data Sheet

# Support Subscription

Your support subscription from Hortonworks is much more than support; it is your direct connection with the experts, architects and leaders of the Apache Hadoop community. Hortonworks represents nearly 100 years of development expertise and deep experience running Apache Hadoop in production, at scale on the most demanding workloads. A Hortonworks support subscription opens the door to this uniquely qualified and skilled team of Apache Hadoop professionals.

A Hortonworks support subscription provides expert technical assistance for organizations implementing solutions based on the Hortonworks Data Platform, powered by Apache Hadoop. With a Hortonworks support subscription, you can be assured your needs are addressed in a timely manner by the Apache Hadoop experts who architect next generation big data solutions.

## Support Subscriptions

**Developer Subscription**
Your Developer Subscription assists your key developers as they build their Hadoop projects. Developers interact with the Hortonworks support staff to receive guidance on the use of the software and answers for “how-to” questions.

**Enterprise Subscription**
Your Enterprise Subscription will provide product support for your Hadoop installations that may require assistance after hours. With 24x7 phone-based access to our team of Hadoop experts for your most severe issues, you can rest assured that our support experts will be available to help get you back to normal operations. As well, the phone-based, enhanced response target for less severe issues is there to assist your team during business hours. You will have access to our support experts who can provide troubleshooting expertise, installation assistance, configuration advice and performance issue triage to help speed resolution of your issue. Your subscription provides access to our private support portal where you can find knowledge base articles and log cases online. And, you’ll have access to patches, Updates and Upgrades for the Hortonworks Data Platform.

**Standard Subscription**
Your Standard Subscription will provide product support for your Hadoop installations that only require business day support, which may be your research, test and development Hadoop installations. You’ll have access to our private support portal where you can find knowledgebase articles and log your cases online. With business day access to our team of Hadoop experts, you will have access to our support experts who can provide troubleshooting expertise, installation assistance, configuration advice and performance issue triage to help speed resolution of your issue. Access to patches, Updates and Upgrades for the Hortonworks Data Platform is included.

## Hortonworks Data Platform

Hortonworks Data Platform (HDP) is the only 100% open source data management platform for Apache Hadoop. HDP allows you to capture, process and share data in any format and at scale. Built and packaged by the core architects, builders and operators of Hadoop, HDP includes all of the necessary components to manage a cluster at scale and uncover business insights from existing and new big data sources.

## Key Advantages

**Support from the source**
Hortonworks support is backed by the leading contributors to Apache Hadoop open source projects. Hortonworks engineers have contributed more than half of all code to core Apache Hadoop.

**Full life-cycle support available**
Hortonworks support is not limited to production support only. Packages enable customer success at every step in the lifecycle including development and pilot.

**Forward-compatibility**
As the leading contributor, Hortonworks is uniquely capable of ensuring patches and bug fixes are contributed back to the open source Apache Hadoop projects.

# Hortonworks Support Subscription Offerings

| | Standard | Enterprise | Developer |
|---|---|---|---|
| **Recommended** | Growing clusters that require mission critical SLAs | Advanced clusters that require mission critical SLAs | Key developers creating Hadoop applications |
| **Term** | 1 Year | 1 Year | 1 Year |
| **Named Support Contacts** | 3 Operations | 5 Operations | 1 Developer Only |
| **Support Incidents** | Unlimited operational support incidents through development, pilot, staging and deployment [1] | | Unlimited development support for "how to" guidance [1] |
| **Availability & Response Times** | | | |
| **Access** | Web Only | Phone & Web | Web Only |
| **Hours of Direct Support** | M–F, 6am–6pm PST [2] | 24 x 7 | M–F, 6am–6pm PST [2] |
| **Severity 1 Response [3]** | 1 Business Day | 1 Hour | n/a |
| **Severity 2 Response [3]** | 1 Business Day | 4 Hours | n/a |
| **Severity 3 Response [3]** | 1 Business Day | 1 Business Day | 1 Business Day |
| **Severity 4 Response [3]** | 1 Business Day | 1 Business Day | 1 Business Day |
| **Support Features** | | | |
| **Remote Troubleshooting** | Webex, SSH | Webex, SSH | n/a |
| **Community & Advanced Knowledgebase** | Yes | Yes | Yes |
| **Access to Customer Support Portal for Case Management** | Yes | Yes | Yes |
| **Timely Access to Upgrades, Updates and Patches** | Yes | Yes | n/a |
| **Supported** | | | |
| **Configuration & Installation** | Yes | Yes | Yes |
| **Performance Issues** | Yes | Yes | Yes |
| **Diagnosis of System or Application Issues** | Yes | Yes | Yes |
| **Application Development Advice and Issues** | No | No | Yes |

[1] Does NOT include production issues with customer code, end-to-end debugging, development of customer code, 3rd-party products used during development and deployment

[2] Excludes Hortonworks holidays

[3] Initial response time

**Service Level Agreements Definitions of Severity:**

- **Severity 1, Critical:** Production system is down or severely impacted such that routine operation is impossible
- **Severity 2, High:** Production issue where the system is functioning but in a degraded or restricted capacity
- **Severity 3, Medium:** Production issue where minor functionality impacted or a development issue
- **Severity 4, Low:** Request for information with no impact to business operations

**About Hortonworks**

Hortonworks develops, distributes and supports the only 100-perecent open source distribution of Apache Hadoop explicitly architected, built and tested for enterprise-grade deployments.

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3460 West Bayshore Road
Palo Alto, CA 94303 USA

**US:** 1.855.846.7866
**International:** 1.408.916.4121
**www.hortonworks.com**