

eZ publish: Support and Licensing Explained

Executive Summary

This document will explain:

1. The open source software development model behind eZ publish
2. How eZ publish is licensed
3. How eZ publish's commercial support model works
4. The pricing of eZ publish Premium, the commercial support product sold by eZ Systems
5. How eZ publish and Blend Interactive work together to support your eZ publish implementation

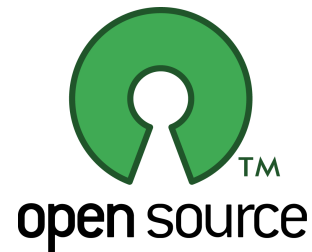
How the Open Source Software Model Works

eZ publish is open source software, which means it's distributed free of charge. The software itself costs nothing. All that's required for its use is to comply with its license.

eZ publish is licensed under the General Public License (GPL). This agreement states that you may use the software free of charge, but if you change or add to the software in any way, you agree to release those changes to the public. The goal is that the software continues to grow and evolve as more and more people use it, add to it, and release their code to the community.

The open source software model is not new – software has been provided with freely-available and community-developed source code since the 1960s. Some of the world's most ubiquitous software – the Apache Web server and MySQL database server to name just two – are available as open source. Since 1998, the open source software model has an official non-profit trade organization: the Open Source Initiative.

When you purchase proprietary software (non-open source software), there's a company that collects the purchase price and uses it to fund a support department. Since open source software costs nothing, there's no support provided with it. To support your installation, you would depend on the development firm who installed it for you, your own internal development resources, or the goodwill of open source community.



This lack of support is problematic for the enterprise, for two main reasons:

1. Business is about managing risk, and not having an originating organization to turn to with support problems is risky for many companies. Companies want to ensure there's always an organization to stand behind the product in the event of problems.
2. Professional support fulfills an audit or regulatory requirement for many companies. Some business environments exist where running unsupported software is a violation of a regulation, a contract requirement, or even a law.

These two characteristics of open source software –

1. You must publicly release all your changes.
2. There is no support.

– are significant problems for many companies looking to adopt open source software to power their Web sites or other parts of their infrastructure.

EZ publish Premium

eZ Systems, the Norwegian company that develops eZ publish, earns revenue by providing a commercial solution to the two issues raised in the prior section.



eZ Systems sells commercial support packages for eZ

publish under the banner of “eZ publish Premium.” By purchasing a eZ publish Premium, you have the right to receive support from eZ Systems, open trouble tickets for problems with your installation, have eZ Systems monitor the health of your installation, and have eZ Systems perform upgrades of your installation.

Support packages from eZ publish are an annual subscription. Support is sold in Silver, Gold, and Platinum packages.

<i>Package</i>	<i>Contacts</i>	<i>Tickets</i>	<i>Response</i>	<i>Blend Hours</i>	<i>Price</i>
Silver	2	15	1 day	20	\$6,990
Gold	2	25	1 day	25	\$9,790
Platinum	3	40	4 hours	30	\$13,990

- **Contacts.** The number of user logins for the support portal.



- **Tickets.** The number of tickets you may open per year. Tickets beyond this number can be purchased in lots of 3 and 10.
- **Response Time.** The window in which eZ will respond to opened tickets. Support hours are 9:00 a.m. to 5:00 p.m. CST.
- **Blend Hours.** The number of Blend Interactive hours included. (See the next section for further information.)
- **Price.** This is an annual cost.

Purchase of a support package also includes an optional proprietary license to eZ publish. With this license you can close the source of the application – make changes without any obligation to release those changes to the public. With a proprietary license, your installation is no longer considered open source.

This license is acquired with the initial purchase of a support plan, and is perpetual, regardless of whether or not the support plan is continued into subsequent years.

How Blend Interactive and eZ Systems Provide Support Together

When you pick Blend Interactive as your integration partner for an eZ publish project, you are buying our expertise and our commitment to your project. Blend will always be available as a first line of support for the project we develop for you.

However, by purchasing eZ publish Premium from eZ Systems, you gain the following advantages.

1. **Blend Support Hours.** Bundled with a support contract from eZ Systems, you receive a block of hours from Blend (the number varies by support plan – see the table in the previous section). These hours can be used for support issues, general consulting, or other project development.
2. **Second Level Support.** In the event a problem arises with your project or installation, eZ Systems is on standby to support Blend in resolving your issues as second line of support.
3. **Automatic Patch Installation.** With your permission, eZ Systems will automatically distribute patches to your installation to ensure you have the most secure version of the software. A “semi-automatic” option is also provided where patches are delivered automatically, but the decision of if and when to install them is left to you.
4. **Automatic Upgrades.** With your permission, eZ Systems will automatically deliver and install upgrades and new functionality. A “semi-automatic” option is also provided where upgrades are delivered automatically, but the decision of if and when to install



them is left to you.

5. **Health Monitoring.** With your permission, eZ Systems will actively monitor the health of your installation and alert you of potential problems.
6. **Alternate Support.** In the event your relationship with Blend comes to an end, you are supported by another organization who can either take over direct support, or provide interim support while they assist in transitioning you to another certified eZ publish integration partner.
7. **Contracted Support.** Your annual support agreement with eZ Systems provides you with a contractual agreement for the support of your installation. For many companies, this agreement is necessary to fulfill various audit and regulatory requirements.

