

# Open Source Support Center

The One-Stop Shop for Open Source Support™



**Complete security for your open source environment**

**Direct line to open source developers and administrators**

**Guaranteed response times**

**24 hours a day, 7 days a week**

**Unlimited number of systems supported**

**Direct access to ticket system**

**Remote and on-site support**

**Full cost control**

**Guaranteed performance**

**Emergency assistance and ongoing support for all open source infrastructures under one roof**

## **What does the Open Source Support Center offer?**

The Open Source Support Center (OSSC) offers professional service and support for all Open Source projects. Organisations working with credativ can safely integrate open source software into their core business processes with the knowledge that their systems are supported to the same level as commercial proprietary software - all through credativ's comprehensive support service. Our comprehensive support service allows organisations to take advantage of the quality and cost savings offered by open source software.

## **How does the Open Source Support Center provide this comprehensive support?**

Our services draw on the knowledge and expertise of our consultants, whose skills are based on our specialisation in developing Free Software solutions and, also years of experience in providing quality assurance and system administration. The Open Source Support Center has the prerequisite knowledge to offer comprehensive service and support for all major distributions. credativ's employees are among the leading Linux and Open Source experts and enjoy an excellent reputation at an international level.

## **Does the Open Source Support Center offer emergency support only?**

credativ uniquely offers its clients the flexibility to use contracted support time for Open Source for both support requirements and also for additional credativ services. In cases where contracted support hours are not completely used, they can be substituted for services such as optimising the security and quality of computer systems.

## **Is the Open Source Support Center team always available?**

Yes. credativ provides the support service you need to run your Open Source implementations. We are always at your command. 24 hours a day, 7 days a week.