Uptime Infrastructure Monitor

PLUG-IN SUPPORT SERVICES PACKAGES

Uptime Infrastructure Monitor provides a unified view across your IT environment and can monitor a wide variety of physical servers, virtual machines, network devices, applications, and services across multiple platforms. A comprehensive set of monitoring capabilities are included in the standard solution, with much more available as plug-ins. Plug-ins expand Uptime Infrastructure Monitor's standard capabilities with monitors to report on many more servers, services, and other devices.

Any customer is free, and encouraged, to create custom plug-ins as well as utilize any plug-in available for download at the-grid.uptimesoftware.com. Standard support for all plug-ins is available through the Uptime Infrastructure Monitor community. For more extensive plug-in support, there are additional support packages that customers can acquire to best meet their needs.

BASIC UPTIME INFRASTRUCTURE MONITOR PLUG-IN SUPPORT PACKAGE

The Basic package includes Uptime Infrastructure Monitor support for any certified plug-in that is available for download at the-grid.uptimesoftware.com. Certified plug-ins are tested and approved by IDERA technical experts to provide customers with added confidence that the plug-ins are production ready and work as designed. Only existing certified plug-ins are supported under the Basic Package. **The Basic Support Package includes:**

- 24x7 support for critical issues for any certified plug-in
- Unlimited support cases per year
- Phone and email support channels
- Case reporting and management through the web-based Customer Portal

ADVANCED UPTIME INFRASTRUCTURE MONITOR PLUG-IN SUPPORT

For customers that require additional support in developing new custom plug-ins, Uptime Infrastructure Monitor technical professional services are available to architect and develop custom plug-ins to meet your specific requirements. The duration and scope of the services provided are mutually determined through an advanced plug-in project engagement. Any customer requiring Advanced plug-in support must also be using the Basic Uptime Infrastructure Monitor Plug-in Support Package.

For more information on these packages, please contact Sales.