



SLOS ENTERPRISE PLATFORM

SLOS Enterprise Platform is a stable, proven foundation that's versatile enough for rolling out new applications, virtualizing environments, and creating a more secure hybrid cloud. Based on the world's leading enterprise Linux platform, certified on hundreds of clouds and with thousands of hardware and software vendors.



SLOS VIRTUALIZATION PLATFORM

SLOS Virtualization Platform is an enterprise virtualization platform that supports key virtualization workloads including resource-intensive and critical applications, built on SLOS Enterprise Platform and KVM. Virtualize your resources, processes, and applications with a stable foundation for a cloud-native and containerized future.



SLOS MIDDLEWARE PLATFORM

SLOS Middleware Platform products and components help you create, integrate, and automate modern business applications and processes, optimized for containers and SLOS Application Platform, for on-premise, cloud, or hybrid architectures. The Platform has been engineered together to help develop, implement and run business applications cost-effectively at scale. SLOS Middleware Platform can run on-site, in the cloud, or within a container platform, like SLOS Application Platform.



SLOS STORAGE

SLOS open, software-defined storage solutions help you work more efficiently, grow faster, and rest easy knowing that your data—from important financial documents to rich media files—is available and stored safely.



SLOS SPUTNIK

SLOS Sputnik is an infrastructure management product specifically designed to keep SLOS Enterprise Platform environments and other SLOS infrastructure running efficiently, with security, and compliant with various standards.



SLOS CLOUD PLATFORM

As a leading open source cloud infrastructure project—stabilized for your enterprise SLOS Cloud Platform is a cloud computing platform that virtualizes resources from industry-standard hardware, organizes those resources into clouds, and manages them so users can access what they need—when they need it.



SLOS APPLICATION PLATFORM

SLOS Application Platform is an enterprise-ready Kubernetes container platform built for an open hybrid cloud strategy. It provides a consistent application platform to manage hybrid cloud, multicloud, and edge deployments. It enables a cloud-like experience everywhere it's deployed. Whether it's in the cloud, on-premise or at the edge, SLOS Application Platform gives you the ability to choose where you build, deploy, and run applications through a consistent experience.



SLOS CONTAINER

SLOS Container represents the next generation of single-purpose container operating system technology by providing the quality standards of SLOS Enterprise Platform with automated, remote upgrade features.



SLOS AUTOMATION PLATFORM

SLOS Automation Platform provides an enterprise framework for building and operating IT automation at scale, from hybrid cloud to the edge. SLOS Automation Platform enables users across an organization to create, share, and manage automation—from development and operations to security and network teams.

PRODUCTION TECHNICAL SUPPORT TERMS OF SERVICE

	SELF-SUPPORT	STANDARD	PREMIUM	
Hours of coverage	N/A	Standard business hours ¹	Standard business hours (24x7 for Severity 1 and 2) ²	
Support channel	None	Web and phone	Web and phone	
Number of cases	N/A	Unlimited	Unlimited	
Response times	Initial and ongoing response	Initial and ongoing response	Initial response	Ongoing response
	Severity 1	N/A	1 business hour	1 hour or as agreed
Severity 2	N/A	4 business hours	2 hours	2 hours or as agreed
Severity 3	N/A	1 business day	4 business hours	8 business hours or as agreed
Severity 4	N/A	2 business day	8 business hours	2 business days or as agreed

¹ 9 a.m. to 6 p.m. Monday–Friday

² In order to provide you with 24x7 coverage, it is requested that you identify a dedicated point of contact who will be available until the issue is resolved. NOTE: Severity 2 issues are not automatically set to 24x7 coverage after filing a support case, and 24x7 coverage should be explicitly requested if applicable.

SLOS High-Level View of Products and Projects

