

JasperSoft Technical Support

JasperSoft offers professional technical support for the users of Open Source and Professional JasperSoft Business Intelligence solutions, including JasperReports, JasperServer, and JasperAnalysis and JasperETL.

Support for Commercial Deployment

JasperSoft Technical Support is staffed by a team of highly trained engineers who have, on average, at least 12-years of support and development experience. The team is constantly updated on new product features and plans. JasperSoft Technical Support is closely integrated with the project planning and engineering teams, enabling them to identify potential problems prior to release. The JasperSoft Support lab is equipped with a variety of platform and software environments to aid in the immediate reproduction of customer issues.

Support for Open Source

Many IT shops are attracted by the compelling open source licensing model, but are unsure that open source support mechanisms can deliver the responsiveness they need for mission-critical applications. This is where commercial open source steps in to fill the gap. Commercial open source allows you to broadly deploy open source products into mission-critical applications, secure in the knowledge that it is backed by a professional support organization.

Guaranteed Response Time

No matter how you choose to deploy a JasperSoft solution, depending on the level of support you choose, you will receive guaranteed acknowledgement of your issue in as little as 1-hour and follow-up responses within 2-hours.

Flexible Support Options

JasperSoft offers a flexible range of support options and support subscription services suited for any project and any budget. You can select from an array of annual support contracts offering enhanced services or choose per-incident packs to address immediate needs. Full details are available on the JasperSoft web site. Support is offered via e-mail, toll-free phone (speak immediately to an engineer—no voicemail), and through the easy-to-use Support Portal. For mission-critical applications JasperSoft offers the option of an assigned Technical Account Manager (TAM). The TAM

is assigned no more than three accounts, and works with you to ensure best practices in your JasperSoft product implementation. The TAM is your personal advocate, shepherding your issues through Technical Support and promoting your enhancement requests with Product Management.

Easy-To-Use Support Portal

Customers can take advantage of an easy-to-use Support Portal that allows them to enter issues and track them to resolution. The Portal is the one-stop center for product patches and upgrades, available via HTML and FTP interfaces. It is also a knowledge repository—here you will find the latest documentation, community forums for “how to” help from peers, and a continuously updated knowledge base. Lastly, your project manager can administer contact and configuration information that expedites the resolution.

Other Support Services

Training is the fastest way to make your team productive. JasperSoft offers monthly online training for the Americas and Europe. Register for online training at jaspersoft.com.

Nothing beats having an expert help you, and JasperSoft Professional Services is designed to offer you such a service. JasperSoft consultants are experts in the JasperSoft products and the associated technologies like Java and J2EE. They can assist with installation and configuration, offer recommendations on system architecture and reporting best practices, and even work hands-on with your engineers to ensure an excellent reporting solution in minimal time.

JasperSoft

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		Standard	Premium
Overview			
Plans Include		Enhanced Response Time	Severity-Based Response Time
		Standard Documentation Set	Advanced Documentation Set
			Training Indemnification
Technical Support			
	Web/E mail/Phone Incidents	12	Unlimited
	Contacts	2	3
	Phone Support	Yes	Yes
	Email Support	Yes	Yes
Response Time	Initial	4 Hours	1 hour
	Follow-Up	1 Day	Severity-based Response
Support Portal			
	Downloads	Yes	Yes
	Submit Requests Online	Yes	Yes
	24x7 Knowledgebase	Yes	Yes
	Standard Documentation	Yes	Yes
	Advanced Documentation		Yes
Services			
	Defect/Enhancement Management	Yes	Yes
	Guaranteed Resolution	Yes	Yes
	Update Notification	Yes	Yes
	Online Training		4 Hours
	Training/Consulting Discount		10 Days
	Needs Assessment		Yes
	Remote Troubleshooting		Yes
	Product Management Input		Yes
	Indemnification		Yes

Support Terms	Definitions
Overview	
Plans Include	JasperSoft Subscription Plans vary by: Commercial Software License, Response Time, Documentation, Training, and Indemnification.
JasperSoft Project Applications	JasperSoft product that delivers functionality for a particular use, generally a department-wide application. This may apply to a company-wide portal application.
Price	Annual fee for JasperSoft End-Users. ISV and channel partner support options can be found on the JasperSoft.com partner portal.
Technical Support	
Forums Incidents	The number of issues that can be submitted via the Support Forums.
Web/E-mail/Phone Incidents	The number of issues that can be submitted via web, e-mail, or phone.
Contacts	The number of named contacts authorized to engage JasperSoft Support. Identified by the Principal Contact for the account.
Phone Support	Speak to a JasperSoft Support engineer via a toll-free number. No voicemail.
E-mail Support	Submit issues via e-mail.
Initial Response Time	Maximum amount of time for JasperSoft Support's initial response to an issue. Includes engineer assignment, issue logging, and initial acknowledgement during normal business days/hours.
Follow-Up Response Time	Maximum amount of time JasperSoft Support will take to respond to an existing, open issue during normal business days/hours. Severity-Based: Severity 1: 2-Hours Severity 2: 4-Hours Severity 3: 2-Days Severity 4: 5-Days
Easy-to-Use Support Portal	
Forums	Semi-moderated resource to post questions and have JasperSoft Support or the community answer them. Response is guaranteed, but no pro-active follow-up.
Downloads	Product releases, patches, and samples.
Documentation	Product documentation supplied for any number of developers working on that project application on a project-wide basis.
Submit Requests Online	Submit online using a simple form with automatic confirmation and assignment.
24x7 Knowledgebase	Online database of solutions to issues, gleaned from internal discoveries and customer experiences.
Services	
Defect/Enhancement Management	Issues generating defects or enhancements are categorized and prioritized for future releases.
Guaranteed Resolution	Issue to be resolved via a workaround, a patch, or in a subsequent release, at the discretion of JasperSoft.
Update Notification	Customer alerted to product updates (releases, patches, documentation).
Online Training	4-Hour training presented live by a product expert, concluding with a Q&A session.
Training/Consulting Discount	Qualified customers receive a 15% discount on 10-days (for Gold) or 20-days (for Platinum) of JasperSoft Training and/or Consulting services.
Needs Assessment	Root cause analysis of repetitive problems, project management assistance, best reporting practices, and effective support utilization.
Remote Troubleshooting	As authorized by the customer, Support will login to customer systems to ascertain cause of problem.
Product Management Input	Participate in planning potential future features for the product.
Indemnification	JasperSoft agrees to defend and indemnify Customer with respect to third-party claims arising out of JasperSoft's breach of the infringement warranty. JasperSoft expressly warrants that it is not aware of any claim that JasperSoft Software infringes any rights of any third-party.