



KolabSystems

Certified Kolab Prices

Products, Support & Services

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Part I

Products

Kolab Systems offers the Kolab Groupware Solution **Server** and multiple **Client** options as quality assured **Certified Kolab** binary stream of packages for a variety of platforms, including

- RedHat Enterprise Linux (RHEL) & related platforms
- Univention Corporate Server (UCS) & Univention Corporate Desktop (UCD)

Note: Platform availability subject to change & depending upon the individual component, please contact your Kolab Systems partner if you want to see a particular platform/version to enter maintenance through Kolab Systems.

This stream of **Certified Kolab** comes in the form of a yearly software subscription **without support**. Support options and a variety of Service Level Agreements (SLA) are available and need to be purchased separately on top of your software subscription.

Software subscriptions are always valid for all versions currently in support, so will cover Certified Kolab Server Series 2.X until its respective end of life on the specified platform, as well as the future Certified Kolab Series 3.X. You can change versions at any point in time.

All packages provided through the software subscription fully respect all rights granted to you under the terms of the respective Open Source / Free Software licenses. Kolab Systems guarantees that there are no proprietary components in your Certified Kolab stream.

The software subscription covers

- Ongoing monitoring for Common Vulnerabilities and Exposures (CVE) that may apply against technologies in Certified Kolab;
- Resolution of CVEs and continuously keeping the solution in sync with the relevant upstream communities and technologies;
- Ongoing development and improvements according to the priorities of Kolab Systems AG;
- Packaging, quality assurance, testing & provision through secured repositories, including testing for your particular deployment scenario;
- Infrastructure, including build servers and repositories.

Additional Service Level Agreements cover resolution of your issues according to certain parameters, including guaranteed response times to your requests.

Through your SLA you can also get additional weight in the development pipeline and better conditions for custom developments, as well as dedicated Technical Account Managers and extensive consultancy services.

But most importantly, the SLA ensures that issues are resolved according to your parameters through our private issue tracking infrastructure as well as the public issue trackers, as appropriate, giving you the peace of mind that your mission critical infrastructure will be professionally maintained at all times.

1 Software Subscription

<p>General Terms: All software subscriptions are purely self-supported if bought without additional Service Level Agreement (SLA), support options available at varying cost (see below). Installation support available at additional cost by a Kolab Systems partner. A Certified Kolab Server subscription is always required.</p>	
<i>Product</i>	per user per year
<p>Certified Kolab Server Includes most server side functionality of Certified Kolab: User management, Storage, Spam Filtering, Antivirus, Web Client</p> <ul style="list-style-type: none"> • Minimum purchase: 50 users. 	EUR 5.00
<p>Certified Kolab Server @ School For students & pupils only</p> <ul style="list-style-type: none"> • No further educational rebates (see below) apply for these accounts. 	EUR 0.80
<p>Mobile Synchronisation Providing mobile synchronization through ActiveSync</p> <ul style="list-style-type: none"> • Minimum purchase: 50 users 	EUR 3.00
<p>Kolab Client Based upon KDE Kontact, the Kolab Client is the fully featured groupware client capable of replacing Microsoft Outlook. Available for GNU/Linux and Windows and MacOS X. Also available on touch screen devices such as the Vivaldi tablet.</p> <ul style="list-style-type: none"> • Covers entire range of functionality including cryptography; • Minimum purchase, smaller quantities and individual offers available upon request, please contact your Kolab Systems partner: <ul style="list-style-type: none"> - GNU/Linux: 10 users - Windows: 250 users - Mac OS X: 500 users - Kontact Touch: 1000 users 	EUR 11.00
<p>Thunderbird and Lightning SyncKolab connector for Thunderbird & Lightning, the “groupware light” option. Whilst not supporting the same range of Kolab functionality as the certified clients, SyncKolab is useful for many use cases. Available on Windows, Mac OS X, GNU/Linux.</p> <ul style="list-style-type: none"> • Minimum purchase: 10 users 	EUR 6.00



2 3rd Party Software

Pricing in this section is indicative, subject to provisions of the upstream vendor. Support options and terms maintained by upstream vendor. An existing Certified Kolab deployment is required with any purchase of 3rd party software through Kolab Systems.

<i>Product</i>	per user per year
<p>Bynari Connector for Outlook (CERTIFIED)</p> <p>The Bynari Outlook Connector allows to integrate Microsoft Outlook into your Certified Kolab deployment. The Connector keeps Outlook synchronized to the IMAP server, providing an Exchange-like experience for the end-user. The Connector gives users a complete Kolab Groupware/Collaboration experience with full support for calendaring, contacts, tasks and notes. It has been certified by Kolab Systems in October 2010.¹</p> <ul style="list-style-type: none"> • Support is provided by Kolab Systems partner <i>Bynari Inc.</i> 	(contact sales)
<p>Toltec Connector</p> <p>Toltec is an Outlook plugin which brings Kolab functionality to Microsoft Outlook. Whilst not providing the same level of use-case testing and deployment scenarios as the certified clients, this connector is useful for many use cases.</p> <ul style="list-style-type: none"> • Support is provided by <i>Radley Network Technologies CC.</i> 	(contact sales)
<p>Konsec Konnector</p> <p>Konsec Konnector is an Outlook plugin which brings Kolab functionality to Microsoft Outlook. Whilst not providing the same level of use-case testing and deployment scenarios as the certified clients, this connector is useful for many use cases.</p> <ul style="list-style-type: none"> • Support is provided by <i>Konsec GmbH.</i> 	(contact sales)
<p>AstraSync for Blackberry</p> <p>Allows to connect your Blackberry to a Kolab server, per year and phone</p>	USD 49.00

3 Service Level Agreements (SLA)

Kolab Systems provides a general Service Level Agreement (SLA) with minimal terms, and a range of upgrade options at your choice. This allows you to mix & match your individual Service Level Agreement for your needs, allowing an almost seamless transition between fully self supported to full support by Kolab Systems and its partners.

Unless explicitly agreed otherwise, standard business hours for the purposes of all Service Level Agreement (SLA) are Monday to Friday, 09.00– 12:00 CET and 13:30 – 18.00 CET, with the exception of Swiss national and cantonal public holidays of the Canton of Zürich.

<i>Product</i>	Price per year
Service Level Agreement (Base) Including access to issue tracking infrastructure and <ul style="list-style-type: none"> · 20% Rate Reduction on tickets filed (see Section 6) · Guaranteed Response Time of 2 business days 	EUR 1.00 per user
Option: Response Time Upgrades for ITIL Levels 1 & 2 (see pg 12) <ul style="list-style-type: none"> · 1 business day · 4 business hours · 24/7/4 · 24/7/1 	EUR 2,500.00 flat EUR 10,000.00 flat EUR 45,000.00 flat EUR 80,000.00 flat
Option: Rate Reduction for submitted issues (see Section 6) <ul style="list-style-type: none"> · 40% (to 60% of regular price) · 60% (to 40% of regular price) · 100% (to 0% of regular price) 	EUR 3.00 per user EUR 6.00 per user (contact sales)
Option: Development Priority <ul style="list-style-type: none"> · Level 1 (includes 20% rebate on Feature Requests) · Level 2 (includes 30% rebate on Feature Requests) 	EUR 1.50 per user EUR 2.50 per user
Option: Technical Account Manager <ul style="list-style-type: none"> · per named technical manager 	EUR 25,000.00 flat



4 Rebates

4.1 Volume

On all **per user** prices, the following volume discounts apply strictly per number of users within that group.² Your Kolab Systems partner will gladly provide you with the applicable numbers for your deployment.

<i>Named users</i>	<i>Discount</i>
100 – 199	10%
200 – 499	15%
500 – 999	20%
1,000 – 9,999	25%
10,000 – 19,999	30%
20,000 – 29,999	35%
30,000 – 49,999	40%
50,000 – 99,999	50%
100,000 – 249,999	55%
250,000 and above	60%

For even larger number of users individual discounting can be requested.

5 Public sector, charity & education

On all Software Subscription & Service Level Agreement pricing with the exception of the **Certified Kolab Server @ School** offer for students & pupils, a 20% discount is available.

This discount does **not** apply to issue resolution rates, which are solely determined by the Rate Reduction applicable due to the SLA purchased.

²Example for a 250 user calculation: The first 99 users are always without discount, users 100 to 199 are with 10% discount, users 200-250 are with 15% discount. The cumulative discount in this scenario is therefore approximately 7%.

6 Issue Resolution Rates

For customers of Certified Kolab, Kolab Systems sorts ongoing issues into two categories:

- *Technical Issues*: Defect resolution in a running installation, all issues involving code change (typically used for issues of Severity 1 & 2, see page 12)
- *Process Issues*: Held desk/end user support, generating or fixing documentation (typically used for issues of Severity 3 & 4, see page 12)

The cost for covering these issues varies due to urgency and required expertise level of the corresponding personnel tasked with resolving your issues.

Rate	Hourly EUR	Daily EUR
Technical Issues	170.00	1,320.00
Process Issues	130.00	1,000.00

Certified Kolab Customers without valid SLA or customers with an installation that is not Certified Kolab will be invoiced the full cost amount. Service for customers without valid SLA is subject to availability and will be provided **with no guaranteed response time**.

Urgent requests outside guaranteed response times will incur a 50% surcharge if accepted.

6.1 Issue Resolution Contingent

Time budgets for issue resolution are available for purchase on interval (monthly, quarterly, yearly) or depletion.

Where such a contingent has been agreed-upon, customer may make use of the contingent for any kind of issue, including feature requests, and may even briefly go into overdraft on the time budget.

This way time budgets combine the best of cost-effectiveness and planned expense for your particular needs. Please contact your Kolab Systems partner for an offer.



Part II

Services

1 Consultancy

Kolab Systems offers a range of pre and post-installation consultancy services to ensure that the gets the most out of their Kolab deployment. The three primary forms of consultancy offered are:

- **Engineer:** These consultants perform technical pre-installation training covering basic system administration and usage.
- **Senior Engineer:** These consultants perform technical post-installation services in order to help ensure Kolab fully meets the users' needs and will advise on potential enhancements to Kolab.
- **Consultant:** These consultants are Kolab Systems' business process specialists and provide pre and post-installation business process consultancy to ensure that the new Kolab deployment will fit suitably into the client's environment.

1.1 Installation and integration

Upon request, Kolab Systems can provide support for installation and integration into pre-existing custom environments. These are priced according to the consultancy rates in respect to the complexity of the task.

Please contact your Kolab Systems partner or Kolab Systems directly for an offer.

2 Bespoke Kolab Build Service

Kolab Systems can produce produce vendor-specific Certified Kolab packages. The Kolab Systems Build Service Rate includes maintenance of the build environment, hardware, utilities and other running cost, as well as ongoing builds for the particular version (minor version and security updates are considered part of one version) of the distribution.

3 3rd Party Product Testing & Certification

To ensure the highest quality experience for all Kolab users, Kolab Systems works with partners to certify their products for use with the Kolab Groupware Solution. Kolab Certification is based upon rigorous testing against a test plan comprised of real-world test cases. Kolsb Systems publish the result of all the individual tests, so that you can be confident than when you see the "Certified for Kolab" mark, you know exactly what that means.

4 Personal Training & Certification

In order to ensure that the entire spectrum of Kolab users is satisfied, Kolab Systems (either directly, or through our specialist training partner) provides training for Kolab administrators, support engineers or users. Successful training or independently gained knowledge can be certified in one of the three levels of Kolab Certification.

4.1 Courses

4.1.1 Certified Kolab Professional

The most comprehensive Kolab training course available, this five day course is intended for administrators with the task of planning, installation and maintenance is the Kolab Groupware Solution. In this course you will learn how to plan appropriately for your company size to install and implement. More advanced topics of maintenance and high availability are discussed.

The course content includes:

- Kolab background and history
- Kolab components
- Single server installation
- General administration
- Domain management
- User management
- Replication and high availability
- Distributed installation
- Backup and restore

4.1.2 Certified Kolab Support Engineer

This four day course is primarily targeted to support desk operators with oversight of a Kolab Groupware Solution deployment. The course is primarily concerned with training the day-to-day basics of maintaining a Kolab deployment; including user administration, client installation, as well as connection, and restoration of data from backup.

The course contents includes:

- Kolab components
- Installation and maintenance of Kontact
- Creation of appointments, contacts and tasks
- Folder sharing

- User management
- Troubleshooting
- Backup and restore

4.1.3 Certified Kolab User

For users of the Kolab Groupware Solution. Tests basic knowledge about various Kolab Groupware Clients and best practice work-flows, among others. This two day course will teach the student the different ways to efficiently use the Kolab Groupware Solution. Students are taught how to use the functionality of Kolab to empower their daily work.

The course contents includes:

- Kolab background and history
- Kolab clients overview
 - Kontact on Linux
 - Kontact on Windows
 - Kolab Webclient
- Contacts
- Appointments
- Calendar Usage
- Mobile synchronisation

4.2 Training

Kolab Systems training and certification is available from OpenSource Training Ralf Spenneberg at the rates provided at <http://www.opensource-training.de>.

Part III

Appendix

1 Issue Grading

Kolab Systems provides four different SLA to cover a wide range of user requirements. Support issues within each SLA are resolved according to four severity grades which are mapped after the Information Technology Infrastructure Library (ITIL) grades, and defined as follows:

1.1 Severity 1: Urgent

A problem that severely impacts your use of the software for production purposes³ (such as loss of production data or in which your production systems are not functioning). The situation halts your business operations and no procedural workaround exists.

1.2 Severity 2: High

A problem where the software is functioning but your use for production purposes is severely reduced. The situation is causing a high impact to portions of your business operations and no procedural workaround exists.

1.3 Severity 3: Medium

A problem that involves partial, non-critical loss of use of the Software for production purposes or Development Purposes⁴. For production purposes, there is a medium-to-low impact on your business, but your business continues to function, including by using a procedural work around. For development purposes, the situation is preventing your project from continuing or migrating into production.

1.4 Severity 4: Low

A general usage question, report of a documentation error, or recommendation for a future product improvement. For production purposes, there is low-to-no impact on your business or on the performance or functionality of your system. For development purposes, there is a medium-to-low impact on your business, but your business continues to function, including by using a procedural work around.

³“Production purposes” means using the software in a production environment, generally using live data and/or applications for a purpose other than development and/or prototyping software or hardware.

⁴“Development purposes” means using the software for the specific purpose of developing, prototyping and demonstrating software or hardware that runs with or on the software.