OpenLMIS
Enterprise Support

OpenLMIS enterprise support is a new offering by the OpenLMIS core team that provides implementers and governments with enterprise-class services on a subscription basis, empowering you with increased influence and elevating your digital LMIS experience.

FEATURES INCLUDE	Standard	Premium *Includes standard services*
Update Continuity *Get ongoing software updates with bug fixes and community improvements*	Continue to maintain and strengthen your software through **quarterly releases**	✓ Same as standard
Priority Support & Expert Consultation *Get priority support from the core team and get personalized assistance on your customizations, architecture, and workflows*	Prioritized access to **core team tech support** and a maximum 5-day response + access to a monthly group consultation "Office Hours" session	Prioritized access to core team tech support and a maximum 3-day response + additional hours per month of individual consultation support
Priority Development Requests *Get your important features included fast*	**Pull request responses** within 5 business days	Pull request responses within 3 business days and core team assistance with meeting coding/ community standards
Early Access to Releases *Ensure new releases will work with your implementation*	**Early access** to release candidates for testing and highlighting priority fixes to be included in the release	✓ Same as standard
Access to Demo Sites *Support users and trainings with your own demo and logins*	**Access to your own demo site** URL with specific versions of OpenLMIS modules (using standard demo data)	Access to your own demo site (using country-specific data you provide)
Collaboration Tools *Work smarter with your team's private access to OpenLMIS tools*	**Private spaces for collaboration** in: - Jira (with ability to track tickets) - OpenLMIS Wiki - OpenLMIS Slack channels - OpenLMIS online discussion platform	**Custom support** for your private Jira space to help your team's ticketing workflow and configuration
Version 3 Migration Support *Jumpstart your migration to the latest version with guidance and automation*	Get oriented to the **automated migration tools** (code name "Casper") and receive training for your version 3 migration	Additional **custom-tailored consulting** to help automate a smooth migration
Prioritized Voting on the Product Committee *Influence product-related decisions*	**Prioritized voting rights** for OpenLMIS product and roadmap decisions	✓ Same as standard
PRICE STRUCTURE	$25,000 per year for each implementation.	Custom pricing available upon request.

*For more information or to select your support plan, please reach out to the OpenLMIS Community Manager at **info@openlmis.org**.*

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QUESTION	ANSWER
Why is OpenLMIS offering enterprise support?	The new OpenLMIS service-level offering provides trusted, ongoing updates to the OpenLMIS core software and gives enhanced access to collaboration tools and core team support. Through direct engagement and a stronger influence on product-related decisions, this service offering supports country-level ownership and long-term sustainability of their digital solution.
How does enterprise support contribute to OpenLMIS sustainability?	In order for OpenLMIS to scale, sustain, and thrive in the long-term, it must diversify its revenue streams, which is fundamental to the longevity of open source projects. Through an enterprise support subscription, OpenLMIS implementations are contributing to the core costs of maintaining the OpenLMIS software and initiative. The goal is not to make a profit, but to promote its journey to self-reliance so that OpenLMIS can continue to serve and strengthen public health systems for years to come.
Will OpenLMIS remain an open source product?	Yes, OpenLMIS will continue to honor its mission, which is to collaboratively develop shared, open source software to improve health commodity distribution in low- and middle-income countries. It is important that OpenLMIS continues to be accessible to the health systems that depend on it.
Is enterprise support the same as a license fee?	No, this enterprise support offering is a method for OpenLMIS implementations and partners to benefit from the LMIS expertise of the core OpenLMIS team and also invest in the overall platform. OpenLMIS does not have a license fee and remains open source.
When is OpenLMIS enterprise support available?	OpenLMIS is launching its enterprise support offering on October 1, 2020, which coincides with the start of the USAID fiscal year.
Is enterprise support available for all versions of OpenLMIS?	Yes, enterprise support is available for all versions of OpenLMIS, though certain benefits are most relevant for users of version 3.
What is the value of enterprise support if an implementation is not on version 3?	Given each implementation's unique circumstances and country context, some are in the planning phase while others are in transition and on an active path to an upgrade. Enterprise support includes Version 3 migration services to help more implementations benefit from the common OpenLMIS platform. More broadly, the enterprise support fee expands the platform and adds features into the system, which strengthens the platform and elevates its overall ability to serve its customers.
Who is expected to pay for OpenLMIS enterprise support?	Each implementation is expected to pay for enterprise support and contribute to the overall sustainability of the core software, with the hope that this responsibility will transition to the country's Ministry of Health over time.
Where do the funds go? Who manages them?	The funds are collected by VillageReach, the current steward of OpenLMIS, and dispersed to the core software team to provide ongoing enterprise support services. The OpenLMIS Governance Committee oversees the transparent management, disbursement, and reporting of all funds.

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