GLPINETWORK

PROFESSIONAL SUPPORT
FOR ON-PREMISE

What is
GLPI Network?

GLPI Network is a support level 3 (unlimited bug fixes), exclusive plugins and editor's guarantee for professional use, provided for the open-source software GLPI.

Support Level 3 for featured plugins

Editor's guarantee

Exclusive Teclib´ plugins

BASIC

1 production & **1** testing instance
Up to 500 assets or **up to 10** users with standard interface

STANDARD

2 production & **2** testing instances
Up to 5000 assets or **up to 50** users with standard interface

ADVANCED

4 production & **4** testing instances
From 5000 assets or **from 50** users with standard interface

Subscriptions

Plugins and services GLPI Network are available under **annual** subscription. The subscription choice should be according to the context (Limitations) and needs (Plugins & Services) of each end customer.

*As part of a subscription (on-premise and cloud), we support the GLPI Agent for Windows, Linux, macOS, and Android (within the version limits specified in the notice for each agent (versions/documentation)).

PUBLIC PLUGINS SUPPORTED (1*)

The prices displayed are excluding taxes. Local tax may apply depending on your country.

	Basic €1200	Standard €3600	Advanced €12000
GLPI Native inventory (from GLPI v10)	●	●	●
GLPI Agent (Windows, Linux, MacOS, Android)*	●	●	●
Injection of CSV files (Datainjection)	●	●	●
Ticket escalation & HelpDesk enhancement (Escalade)	●	●	●
Track credit vouchers consumption with Ticket form (Credit)	●	●	●
PDF printing (PDF)	●	●	●
IT Orders management (Order)	●	●	●
Creation of new forms (Formcreator)	●	●	●
Uninstallation of hardware (Uninstall)	●	●	●
Displaying messages to users (News)	●	●	●
Creation and attachment of tags (Tags)	●	●	●
Interconnection with the Metabase reporting tool (Metabase plugin)	●	●	●
Creating your own inventory assets (Generic Object)		●	●
Creating your own custom fields (Fields)		●	●
Microsoft SCCM (SCCM plugin) import connector			●

ADDITIONAL SUPPORTED PLUGINS

	Basic	Standard	Advanced
SSO oAuth2 connections to external identity providers : Google, Facebook, Github, Amazon, Azure Active Directory, Microsoft, Gitlab (plugin Oauthsso)	●	●	●
Handling notifications through collaborative tools : Mattermost, Microsoft Teams, Rocket.Chat, Slack, Telegram (plugin collaborativetools)	●	●	●
Customization of the GLPI logo and colors (plugin branding)	●	●	●
Automatic import of holidays and non-working days as calendar closed periods (plugin holiday, currently supports Yasumi library)	●	●	●
Split of the ticket's categories list into several lists (plugin splitcat)	●	●	●
Configure GLPI Agent for Android via QR code deeplink (plugin agentconfig)	●	●	●

(1*) Some plugins may require a subscription / license from the publisher of the third-party software.

(2**) Contact our Sales Department to personalise SLA.

Terms of Services (Limitations)

If one of these two criteria exceeds the recommended threshold, the higher subscription must be ordered. It's then the insurance of a correctly dimensioned GLPI and supported by our editor guarantee .

If the subscription level is not respected, our editor guarantee included in the subscriptions GLPI Network doesn't apply anymore.

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Data anonymization in GLPI (anonymization plugin)	●	●	●
Validation request directly from mail (plugin ApprovalByMail)		●	●
Rename GLPI strings (localeoverride plugin)	●	●	●
SQL queries for GLPI or external databases (AdvancedDashboard plugin)		●	●
Tools to help you comply with GDPR regulation (GDPR tools plugin)	●	●	●
Several tools related to LDAP directories declared in GLPI (LDAP tools plugin)	●	●	●
SCIM (SCIM plugin)	●	●	●
PowerDNS (powerdns plugin)	●	●	●
Unread (unread plugin)	●	●	●
Translate (translate plugin)	●	●	●
GLPI-AI (GLPI-AI plugin)	●	●	●

ADDITIONAL SERVICES

Additional reports and dashboard for Metabase public plugin	●	●	●
Deploy GLPI on Amazon Web Services (Shared EC2 Instance Image)	●	●	●
Manual update of TECLIB dictionaries (Softwares, OS, Manufacturers)	●	●	●
Deploy GLPI on VmWare or VirtualBox (plug-and-play VirtualAppliance based on Linux Debian OS)	●	●	●
Tickets for support level 3 (bugfixes)	**Unlimited number of tickets** **SLA (2**) : Logging 4 hours; Bug resolution 12 days.**		

The subscription level is established according to two criteria:
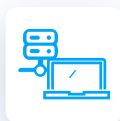
The total number of assets managed by GLPI. We take into account the following materials:
Computers, Laptops, Thin clients, Nano computers, Physical, virtual, hypervisor, appliance servers.

The number of users having at least one "Standard Interface" profile
Sometimes called "technician" or "helpdesk agent"

Supported GLPI Versions
Current major version (N) - Previous major version (N-1)
The costumer must keep an (N) or (N-1) version during subscription
*With the exception of version 9.5 which is no longer supported.

Support Opening Hours
**Monday to Friday 9.00h to 17.00h
(Europe / Paris timezone)**
Excluding weekends & French public holidays

Language of Support
French / English