



*GLPINETWORK*

**PROFESSIONAL SUPPORT  
FOR ON-PREMISE**

DEVELOPED BY



# 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.

## 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



Support Level 3  
for featured  
plugins



Editor's guarantee



Exclusive Teclib  
plugins



# 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 ( <a href="#">from GLPI v10</a> )	●	●	●
GLPI Agent (Windows, Linux, MacOS, Android)*	●	●	●
Injection of CSV files ( <a href="#">Datainjection</a> )	●	●	●
Ticket escalation & HelpDesk enhancement ( <a href="#">Escalade</a> )	●	●	●
Track credit vouchers consumption with Ticket form ( <a href="#">Credit</a> )	●	●	●
PDF printing ( <a href="#">PDF</a> )	●	●	●
IT Orders management ( <a href="#">Order</a> )	●	●	●
Creation of new forms ( <a href="#">Formcreator</a> )	●	●	●
Uninstallation of hardware ( <a href="#">Uninstall</a> )	●	●	●
Displaying messages to users ( <a href="#">News</a> )	●	●	●
Creation and attachment of tags ( <a href="#">Tags</a> )	●	●	●
Interconnection with the Metabase reporting tool ( <a href="#">Metabase plugin</a> )	●	●	●
This plugin displays machine info monitored in directly in GLPI ( <a href="#">Centreon</a> )	●	●	●
Creating your own inventory assets ( <a href="#">Generic Object</a> )		●	●
Creating your own custom fields ( <a href="#">Fields</a> )		●	●
Microsoft SCCM ( <a href="#">SCCM plugin</a> ) import connector			●

## ADDITIONAL SUPPORTED PLUGINS

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

**(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.

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

### ADDITIONAL SERVICES

Additional reports and dashboard for <a href="#">Metabase public plugin</a>	●	●	●
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 customer 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



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