



**GLPINETWORK**



**PROFESSIONAL SUPPORT  
FOR BUSINESS**



## What is GLPI Network ?

GLPI Network is a support level 3 service (unlimited bugfixes) correctly packaged for professional use, provided for the free and open-source software « GLPI ».

### BASIC

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

### STANDARD

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

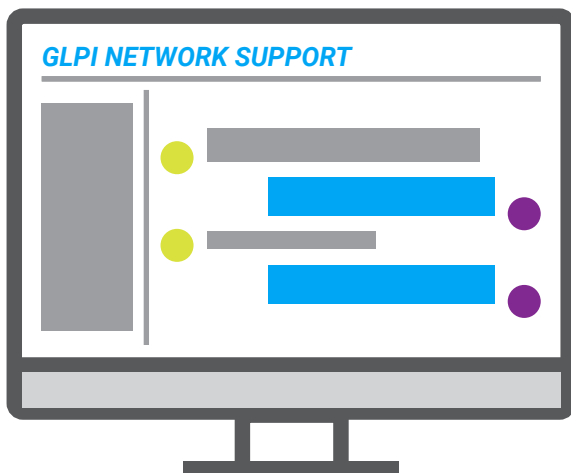
### ADVANCED

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

# Subscriptions

## 1st JAN 2020

Plugins and services of 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.



PUBLIC PLUGINS SUPPORTED (1*)	Basic 1.200€ / year	Standard 3.600€ / year	Advanced 12.000€ / year
Dynamic Inventory ( <a href="#">FusionInventory</a> )	●	●	●
Injection of CSV files ( <a href="#">Datainjection</a> )	●	●	●
Ticket escalation & Help Desk 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> )	●	●	●
Creating your own inventory assets ( <a href="#">Generic Object</a> )		●	●
Creating your own custom fields ( <a href="#">Fields</a> )		●	●
<a href="#">Flyve MDM</a> connector		●	●
<a href="#">Microsoft SCCM (SCCM plugin)</a> import connector			●
<b>ADDITIONAL SUPPORTED PLUGINS</b>			
SSO oAuth2 connections to external identity providers : Google, Facebook, Github, Amazon, Azure Active Directory, Microsoft, Gitlab ( <a href="#">plugin oauth2</a> )	●	●	●
Handling notifications through collaborative tools : Mattermost, Microsoft Teams, Rocket.Chat, Slack, Telegram ( <a href="#">plugin collaborativetools</a> )	●	●	●
Customization of 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 splicat</a> )	●	●	●
Configure GLPI Agent for Android via QR code deeplink ( <a href="#">plugin agentconfig</a> )	●	●	●
Data anonymization in GLPI ( <a href="#">anonymization plugin</a> )	●	●	●
Validation request directly from mail ( <a href="#">ApprovalByMail plugin</a> )		●	●

## ADDITIONAL SERVICES

Additional reports and dashboard for <b>Metabase public plugin</b>	●	●	●
HP Warranties retrieval script (need HP API key account)	●	●	●
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)	●	●	●
Ticket voucher for remote technical assistance from Teclib' (3***)	<b>2 tickets/year</b>	<b>8 tickets/year</b>	<b>20 tickets/year</b>
Tickets for support level 3 (bugfixes)	<b>Unlimited number of tickets</b> SLA (2**) : Logging 4 hours; Bug resolution 12 days.		

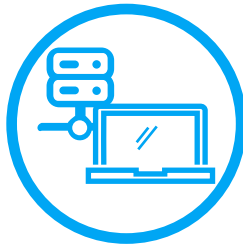
(1\*) Some plugins may require a subscription / license from the publisher of the third-party software.

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

(3\*\*\*) Ticket voucher for remote technical assistance from a Teclib' expert. Each opened ticket is counted, a ticket can't exceed one (1) hour of service (if this service time is exceeded, the second ticket is consumed), tickets not consumed will not be carried over to the following year.

# Terms of Service (Limitations)

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".



If one of these two criteria exceeds the recommended threshold, the higher subscription must be ordered.

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

## Supported GLPI Versions

**Current major version (N)**

**Previous major version (N-1)**

*The customer must keep (N) or (N-1) version during subscription*

## Support Opening Hours

**Monday to Friday**  
**9.00h to 17.00h**

*(Europe / Paris timezone)*

*Excluding weekends & French public holidays*

## Language of Support

**French / English**