



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

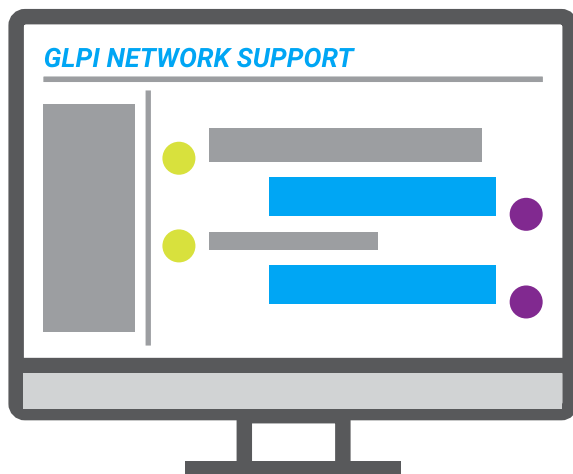
ADVANCED

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 (2*) 1.200€ / year	Standard 3.600€ / year	Advanced 12.000€ / year
Dynamic Inventory (FusionInventory)	●	●	●
Injection of CSV files (Datainjection)	●	●	●
Ticket escalation & Help Desk 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)		●	●
Flyve MDM connector		●	●
Microsoft SCCM (SCCM plugin) import connector			●
ADDITIONAL SUPPORTED PLUGINS			
SSO oAuth2 connections to external identity providers : Google, Facebook, Github, Amazon, Azure Active Directory, Microsoft, Gitlab (OAuthSSO plugin)	●	●	●
Handling notifications through collaborative tools : Mattermost, Microsoft Teams, Rocket.Chat, Slack, Telegram (plugin collaborativetools)	●	●	●
Customization of 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 splicat)	●	●	●
Configure GLPI Agent for Android via QR code deeplink (plugin agentconfig)	●	●	●
Data anonymization in GLPI (anonymization plugin)	●	●	●
Validation request directly from mail (ApprovalByMail plugin)		●	●

SQL queries for GLPI or external databases (sqldashboard plugin)	●	●	●
ADDITIONAL SERVICES			
Additional reports and dashboard for Metabase public plugin	●	●	●
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*)	2 tickets/year	8 tickets/year	20 tickets/year
Tickets for support level 3 (bugfixes)	SLA (4*)	Unlimited number of tickets Logging 4 hours; Bug resolution 12 days.	

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

(2*) An additional 20% tax (VAT) will be applied for customers in France.

(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.

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

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".

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

! *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.