GLPI NETWORK

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.

<table>
<thead>
<tr>
<th>Level</th>
<th>Production Instances</th>
<th>Testing Instances</th>
<th>Assets or Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>BASIC</td>
<td>1</td>
<td>1</td>
<td>Up to 500 assets or up to 10 users</td>
</tr>
<tr>
<td>STANDARD</td>
<td>2</td>
<td>2</td>
<td>Up to 5000 assets or up to 50 users</td>
</tr>
<tr>
<td>ADVANCED</td>
<td>4</td>
<td>4</td>
<td>From 5000 assets or from 50 users</td>
</tr>
</tbody>
</table>

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.

PUBLIC PLUGINS SUPPORTED (1*)

<table>
<thead>
<tr>
<th>Feature</th>
<th>Basic</th>
<th>Standard</th>
<th>Advanced</th>
</tr>
</thead>
<tbody>
<tr>
<td>GLPI Native inventory (from GLPI v10)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Dynamic inventory with FusionInventory (only for GLPI 9.5)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Injection of CSV files (Datainjection)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Ticket escalation &amp; HelpDesk enhancement (Escalade)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Track credit vouchers consumption with Ticket form (Credit)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>PDF printing (PDF)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>IT Orders management (Order)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Creation of new forms (Formcreator)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Uninstallation of hardware (Uninstall)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Displaying messages to users (News)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Creation and attachment of tags (Tags)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Interconnection with the Metabase reporting tool (Metabase plugin)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Creating your own inventory assets (Generic Object)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Creating your own custom fields (Fields)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Microsoft SCCM (SCCM plugin) import connector</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>ADDITIONAL SUPPORTED PLUGINS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SSO OAuth2 connections to external identity providers : Google, Facebook, Github, Amazon, Azure Active Directory, Microsoft, Gitlab (plugin Oauthsso)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Handling notifications through collaborative tools : Mattermost, Microsoft Teams, Rocket.Chat, Slack, Telegram (plugin collaborativetools)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Customization of the GLPI logo and colors (plugin branding)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Automatic import of holidays and non-working days as calendar closed periods (plugin holiday, currently supports Yasumi library)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Split of the ticket's categories list into several lists (plugin splitcat)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Configure GLPI Agent for Android via QR code deeplink (plugin agentconfig)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
</tbody>
</table>
Some plugins may require a subscription / license from the publisher of the third-party software.

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.

<table>
<thead>
<tr>
<th>Plugins and Additional Services</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data anonymization in GLPI (anonymization plugin)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Validation request directly from mail (ApprovalByMail plugin)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Rename GLPI strings (localeoverride plugin)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>SQL queries for GLPI or external databases (AdvancedDashboard plugin)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Tools to help you comply with GDPR regulation (GDPR tools plugin)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Several tools related to LDAP directories declared in GLPI (LDAP tools plugin)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>SCIM (SCIM plugin)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>PowerDNS (powerdns plugin)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Unread (unread plugin)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Translate (translate plugin)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>GLPI-AI (GLPI-AI plugin)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
</tbody>
</table>

### ADDITIONAL SERVICES

<table>
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<tr>
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<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
</tr>
</thead>
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<tr>
<td>Additional reports and dashboard for Metabase public plugin</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Deploy GLPI on Amazon Web Services (Shared EC2 Instance Image)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Manual update of TECLIB dictionaries (Softwares, OS, Manufacturers)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Deploy GLPI on VmWare or VirtualBox (plug-and-play VirtualAppliance based on Linux Debian OS)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
</tbody>
</table>

**Tickets for support level 3 (bugfixes)**

**SLA (2**) :** Logging 4 hours; Bug resolution 12 days.

**Unlimited number of tickets**
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