



Mirantis OpsCare & OpsCare Plus

Experience Guaranteed Outcomes with Mirantis OpsCare

As a Technology Leader, you are presented with many challenges related to the Design, Deployment, Operations Life-Cycle Management, and Scaling of your data center infrastructure. You can not afford for the day-to-day management of your infrastructure to get in the way of your primary focus - that of delivering differentiated business applications.

With an OpsCare, or OpsCare Plus subscription accompanying your Mirantis software product offering, you accelerate your time to value to days vs months. Benefit from Mirantis as your “Container Co-Pilot” with “Always On” 24x7x365 proactive support via OpsCare, or let Mirantis manage your infrastructure through the OpsCare Plus managed service offering.

Trust the Cloud Native Experts

When you head to production with the Mirantis Cloud Native Platform product suite – or whenever you need responsive and expert-level support to ensure your timetable meets its goals – you can find peace of mind in knowing that you’re backed by industry leading expertise in cloud native technologies. Once one of our software products is installed, you can be assured that we will help you maximize the uptime and the value of your solution. You can trust your critical business system with Mirantis, a company with the highest level of Open Cloud technical know-how and customer satisfaction.

As an active contributor to multiple projects such as Kubernetes, OpenStack, Lens, k0s, and others since 2011, Mirantis has developed deep open source expertise with a roster of hundreds of engineers and operations specialists. We’ve worked on hundreds of production deployments, including many of the largest open clouds in the world, and have distilled our experience into a set of best practices for building and operating reliable, scalable clouds for our customers across use cases such as ITaaS, NFV, edge computing, IoT and Big Data analytics.

Mirantis offers world-class support for our products, enabling you to take advantage of our industry-leading expertise and consume open cloud technologies without having to hire an entire open cloud team.

Support Options and Service Level Agreements

For our Mirantis Cloud Native Platform suite of products, we offer multiple levels of support tailored for cloud native infrastructure that is either fully managed by Mirantis or managed by your IT Ops team for business and mission critical workloads or development/ non-production purposes. Both OpsCare and OpsCare Plus include Lens for enhanced visibility into your infrastructure and provide you with “Always On” 24x7x265 proactive support.





OpsCare Plus - Fully Managed Service

We understand the critical nature of cloud native infrastructure, and with our **OpsCare Plus** managed services offering, we map our IT operations to the needs of your business to provide the best methodology for running your solution within the constructs of your processes. For business critical workloads such as customer-facing apps, NFV, or IT-as-a-service, we strongly recommend **OpsCare Plus** to operate your cloud at peak operating conditions and maximize the value of your cloud investment.



OpsCare - Your “Container Co-Pilot”

If you choose to manage your cloud internally, we provide a range of support offerings which include a thorough support onboarding process to gather deployment information, set up support processes and train your IT operations team on those processes. We also offer an improved Co-Pilot experience with **OpsCare**, with proactive support via active monitoring & alerting. You gain increased visibility into your infrastructure when using the included Lens Spaces, and Mirantis Container Cloud is the easiest way to deploy and manage Kubernetes clusters. By enabling our alerting system to “call home”, critical alerts can be sent to Mirantis along with your team, bringing our support organization closer, faster to the point of issues, with clearly identified escalation processes.

World-Class Support

With a Mirantis subscription you have access to the most experienced, motivated, and knowledgeable support engineers for open cloud technologies. The Mirantis CloudCare Portal provides simple access to the Mirantis Service Desk to engage Mirantis engineers and manage your tickets.

We start with a support onboarding process to gather deployment information, set up support processes and train your team on those processes. You will also get a clearly identified escalation process should a case resolution not meet your expectations.

Our support team is dedicated to operational excellence, complying with global IT service and security standards (ITIL, ISO 20000/27000, GDPR) and consistently earning superior NPS and CSAT customer ratings. Choose from multiple support options with service level agreements tuned for specific business objectives. You can also take advantage of our broad community participation to represent your unique feature requests in the Kubernetes, OpenStack, Lens, kOs or other open source communities to which we actively contribute.

Multi-Vendor Case Ownership

For popular cloud infrastructure software from 3rd-party vendors, customers purchasing OpsCare or OpsCare Plus support for Mirantis Cloud Native Platform can use Mirantis as the single point of contact for issues with unclear root-cause (i.e., it's unknown whether it's a Mirantis or a 3rd-party issue). Note: you must have a current support contract in place with the 3rd-party vendor.

Products Supported by OpsCare & OpsCare Plus

Mirantis Cloud Native Platform

- **Mirantis Container Cloud** is the easiest way to deploy and manage Kubernetes clusters anywhere, with one consistent cloud experience for developers and operators across public and private clouds and bare metal servers.
- **Mirantis Kubernetes Engine (formerly Docker Enterprise)** is a standards-based **container** platform for rapid development and progressive delivery of modern applications.
- **Mirantis Secure Registry (formerly Docker Trusted Registry)** is a private, **enterprise-grade** container image registry.
- **Mirantis Container Runtime (formerly Docker Engine - Enterprise)** is the industry-leading enterprise container runtime, certified for FIPS 140-2.
- **Mirantis OpenStack for Kubernetes** dramatically simplifies the deployment and management of OpenStack while also unifying public and private cloud infrastructure with a single management experience.

Value for Now and the Long Term

Your infrastructure isn't something to take chances on. Don't risk doing it on your own or working with a vendor trying to lock you into their products. With a Mirantis support subscription, you not only get a robust, scalable, and flexible open cloud platform that meets your performance, security, and budgetary goals, you get access to world-class expertise on open cloud technologies and a culture of innovation and collaboration that will support you throughout your entire infrastructure lifecycle. No matter the size or complexity of your business, our dedication to delivering value through the Mirantis subscription means you will get the technology, expertise, and value you need to succeed today and in the future.

Note: The Mirantis Cloud Native Platform suite of products includes Mirantis Container Cloud, Mirantis Kubernetes Engine (formerly Docker Enterprise), Mirantis Container Runtime, Mirantis Secure Registry, and Mirantis OpenStack for Kubernetes.

Support Options

Mirantis Cloud Native Platform and Mirantis Cloud Platform

OpsCare & OpsCare Plus support for Mirantis Kubernetes Engine (formerly Docker Enterprise), Mirantis Container Runtime, Mirantis Secure Registry & Mirantis OpenStack for Kubernetes requires use of Mirantis Container Cloud.

OpsCare	OpsCare Plus
<p>24x7x365 support for production</p> <p>Co-Pilot Approach - Ability to connect LMA (alerts) to Mirantis support and your team (Mirantis Container Cloud Required)</p> <ul style="list-style-type: none"> 24x7 support for cases Enhanced SLA beyond Escalation management Phone, web, email 	<p>Fully managed remote operations with up to 99.99% SLA</p> <p>OpsCare benefits plus:</p> <ul style="list-style-type: none"> Enhanced SLA Designated CSM Full ITIL Service Management suite Lifecycle management Monthly & quarterly reviews Customer advocacy & roadmap planning Alert management Phone, web, email Minimum 1 year

Incident Response Times

Product		Mirantis Cloud Native Platform and Mirantis Cloud Platform	
Support Level		OpsCare	OpsCare Plus
Hours of Direct Support		24x7	24x7
Severity 1	Initial Response	30 Min	15 Min
	Updates	1 Hrs	1 Hr
Severity 2	Initial Response	1 Hr	1 Hr
	Updates	4 Hr	4 Hr
Severity 3	Initial Response	4 Hr	2 Hr
	Updates	48 Hr	48 Hr
Severity 4	Initial Response	8 Hr	8 Hrs
	Updates	4 days	3 days

DevCare - Lens & k0s Support

If you have a need for support of use of Lens or k0s in your development environment, please contact us about DevCare. DevCare is designed for enterprise end users working with cloud native technologies and Kubernetes on a daily basis. The support service covers the usage of selected products typical in the local development, operations and site reliability engineering work that does not require a mission-critical enterprise-grade subscription. Some customers need this for compliance.

- Site-wide licensing with per-seat based pricing
- Business day support
- Knowledge base
- Web, email
- Minimum 3 months



Contact Us

Please contact us to request a quote or learn more about our support offerings.

Americas

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