

** contact us for more information about more services and/or prices.*

Installation Packs

Pack	Product	Clients	Price
INST-S	DRLM	0	250€
INST-C5	ReaR	5	350€
INST-C10	ReaR	10	600€
INST-C25	ReaR	25	1200€



- All (DRLM/ReaR) Installation services will require a remote connection (vpn, ssh).
- Hours: 9:00h-17:00h (Mon-Fri).

Subscriptions

Subscription	Clients	€/year
SUBS-5C	5	250€
SUBS-10C	10	400€
SUBS-50C	50	1500€
SUBS-100C	100	2500€
SUBS-250C	250	5000€
SUBS-EXTRA-250C*	+50	+1000€
SUBS-EXTRA-500C**	+50	+900€

* Available for 250-500 clients ** Available for 500 clients and above

- Subscription term is 1 year, multi-year pricing upon request.
- The subscription model is based on the number of clients. The number of DRLM servers to use is unlimited.
- Access to guaranteed* DRLM packages provided by Brain Updaters.
- Package updates are released as soon as new features, enhancements or bugfixes are integrated and properly tested.
- Software packages provided for all DRLM supported GNU/Linux systems: Debian, Ubuntu, CentOS, RedHat, SUSE, OpenSUSE.

Support Levels

Support	Max. response time	€/year
Quick start (SUPP-Q)	Next business day	1000€
Basic (SUPP-B)	Same business day	1500€
Standard (SUPP-S)	6h*	2800€
Advanced (SUPP-A)	4h*	5300€
Professional (SUPP-P)	2h*	13000€
Enterprise (SUPP-E)	1h (24/7)	36000€

* Working hours

- Support requires a valid subscription
- Support term is 1 year, multi-year terms upon request.
- Incidents and issues will be analyzed, bugs and unexpected behavior will be fixed.
- If a bug has been fixed, the fix will usually be checked into the source repository, pass through QA and will get into the next release. If it is a severe bug or security issue, a hotfix will be provided.
- The bug fixes are provided with package updates or in some critical cases we might provide manual patches to avoid having to wait for the new package.
- Issues can be reported via phone –only SUPP-E–, e-mail or the ticket system

Response times count within business hours of Brain Updaters,
Monday to Friday 09:00h-17:00h (CET), except for holidays in Spain (Catalonia). SUPP-E is a 24/7 service.