

OpenEdit Warranty and Support

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Support Services

OpenEdit is the new generation of fast and flexible Web Content Management. The software is free to download and upgrade at any time and on any number of servers.

The software is funded from support and warranty packages. Some customers want to make sure there is a warranty and a way to get any unexpected problem fixed today and in the future. After many years of experience we have determined that the best way to manage web projects is with an ongoing relationship. We care about web sites and have setup a monthly support arrangement to make sure the sites stay in top shape.

Includes

- Free and open source under a royalty-free, perpetual, transferable GNU LGPL license. Automated build system with latest versions.
- Includes all patches and fixes to the core OpenEdit software. If the OpenEdit software has a problem while being used then OpenEdit staff will make our best efforts to repair the problem and delivering a fix within a reasonable time frame.
- Prioritized feature requests to warranty customers.
- No commitment – Client can start, stop and switch services for any month.

Monthly Pricing Options

User Support - \$35 per concurrent editor

- Good for small business who need periodic help with HTML and OpenEdit technology.
- Access to support@openedit.org and web based support with unlimited technical support.

Server Support - \$2000 a month

- Unlimited concurrent editors and users
- Good for corporate installations who need expert help either every month or just for upgrades
- Access telephone support, priority email support@openedit.org and web based
- Installation and setup assistance

Developer Support \$4000 a month

- Includes Server Support
- Includes assigned dedicated programmer custom installations, training and adding new OpenEdit features
- A minimum of 40 hours allocated for your needs.

Thank you for your support of OpenEdit. Please let us know how we can help you.

