



#### Operating System

- ❖ Linux
- ❖ MacOS
- ❖ Unix
- ❖ Windows

#### Database

- ❖ Any Database Supported by Hibernate including:
- ❖ MySQL
- ❖ Oracle

#### Application Server

- ❖ JBoss Application Server
- ❖ Geronimo
- ❖ Apache Tomcat
- ❖ J2SE 5.0 (JRE 5.0)

#### User Access

- ❖ Firefox
- ❖ Internet Explorer
- ❖ JBoss Portal
- ❖ LifeRay
- ❖ JSR-168 portals

#### Languages

- ❖ Wide variety including:
- ❖ Chinese
- ❖ Dutch
- ❖ English
- ❖ French
- ❖ German
- ❖ Italian
- ❖ Russian
- ❖ Spanish

## Customer Service Overview Scale-Out Enterprise Network

### Scale-Out Enterprise Network Package

The Alfresco “Scale-Out Enterprise Network” is the foundation scale-out package for Alfresco customers. It has been created for major financial institutions, global 1000 organizations and large Government departments where high scalability, high-availability and minimal downtime, in the case of hardware failure, is critical. The foundation “Scale-Out Enterprise Network” package includes support through the following phases:

- Development
- Testing
- Deployment and Production
- Backup and Recovery

And includes a

- Development Repository on separate CPU
- Test Repository on separate CPU and
- 5 Scale-Out, High- Availability Production Repositories operating in parallel on separate CPU's

This lifecycle support includes:

### Alfresco Configuration Services Network

This is aimed at the developer and offers for the server framework:

- API Support – Java, PHP, Ruby, .NET
- Rule and Action Configuration
- Rule and Action Customization

And for the client framework:

- Space Template Management
- Presentation Template/Dashboard Development
- Client Framework Customization
- Skinning

### Alfresco Production Services Network

This package is designed to offer very high scalability and uptime - even in the case of production hardware failures. Specifically it offers:

- Stable Certified Product Stacks
- Scalability Benchmark Certified Stacks
- A Controlled Release Model
- Maintenance and Updates
- Bugs and Patch Support
- Problem Resolution
- Compatibility Advice
- Migration Advice

## Technologies Used

- ❖ Java
- ❖ Spring Aspect-Oriented Framework
- ❖ ACEGI – Aspect-Oriented Security Framework
- ❖ MyFaces JSF Implementation
- ❖ Hibernate ORM Persistence
- ❖ Lucene Text Search Engine
- ❖ JLAN
- ❖ JBoss Application Server
- ❖ JBoss Portal
- ❖ POI File Format Conversion
- ❖ PDFBox – PDF Conversion
- ❖ OpenOffice
- ❖ MySQL

## Supported Interfaces

- ❖ CIFS/SMB Microsoft File Share Protocol
- ❖ JSR-168 Portlet Specification
- ❖ JSR-127 Java Server Faces
- ❖ FTP
- ❖ WebDAV
- ❖ Web Services

## Services – Certified and Supported

- ❖ Certified Stacks
- ❖ Maintenance, Updates and Patch support
- ❖ Customer Support – Problem Resolution, Compatibility and Migration Advice
- ❖ Customer Portal – Information, Bug Tracking and Case Tracking
- ❖ Performance Tuning Advice
- ❖ Indemnity and Warranty
- ❖ The Confidence and Guarantee that only comes from the Experts who built Alfresco

- Upgrade Support
- Performance and Tuning Advice
- Configuration Advice

### Alfresco Backup and Recovery Services Network

This package is designed to proactively manage backup and recovery and offer emergency help. Specifically it offers:

- Backup Configuration Advice
- Recovery Advice
- Best Practice
- Emergency Help to Advise on the Most Rapid Road to Recovery when Necessary

**“Alfresco Customer Service is delivered to give the confidence and guarantee that only comes from the experts who built the product”**

### Alfresco Customer Portal

Alfresco customers have access to the Alfresco Customer Portal to automate

- Technical Advice
- Product Upgrade Notification and Distribution
- Bug Tracking
- Case Management

### Pricing

If you are interested in finding out more about the “Scale-Out Enterprise Network” or alternative CPU based configurations please contact [sales@alfresco.com](mailto:sales@alfresco.com). Support is not provided for hybrid Community and Enterprise Network configurations.

### Recommended Service Packages

The following Alfresco service packages are recommended with this package:

- Alfresco Performance and Tuning
- Alfresco High Availability JumpStart
- Alfresco Security JumpStart
- Platinum Support



### Alfresco

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