CompetenceCall

When you hit the wall

Sometimes, even seasoned administrators need additional help with chasing bugs, recovering data from corrupted backups, or dealing with a hacker attack. We can help you. With CompetenceCall, you can choose the service level that suits your business, and our LPI-certified Linux professionals will come to the rescue when you need them.

EMERGENCY HELP FROM OUR LINUX EXPERTS

CompetenceCall gives your IT a lifeline in case of an emergency. Whatever the problem may be, our experienced administrators will be happy to help you out. Our experts can be consulted via e-mail or on the phone, and can give direct hands-on help via SSH/VPN login to the affected system. They use their expertise and experience in analysing and solving all kinds of Linux server problems every day, and even if a case appears tricky, there is often someone in the team who specialises in the related area.

Customers can use the service on a pay-as-you-go basis („CompetenceCall-by-Call") at any time. We also offer flexible annual service level agreements that clearly define guaranteed support hours and maximum response times. Our most comprehensive PLATINUM plan provides continuous 24/7 support by LPIC-2-certified professionals. The vouchers included with each package give both peace of mind and budget certainty.

CompetenceCall is not limited to the support of specific products. Our customers can approach us with any problem, irrespective of the particular Linux server used.

WHAT WE CAN DO FOR YOU

With CompetenceCall, our customers can deploy our combined knowledge and expertise to try and solve any IT problem they may have. See below for a list of examples of common tasks our team has previously dealt with:

→ **24/7-Trouble-shooting:** Our experienced experts stand ready to help you with solving any problem big or small, or getting things back up and running after a major catastrophe.
→ **Performance analysis:** We determine the effectiveness of existing installations and can optimise the current configuration, if desired.
→ **Network analysis:** We examine the configuration of routing, proxy servers, traffic-shaping, and firewall and optimise settings for the best-possible performance.
→ **Configuration advice:** We actively help with the installation and configuration of any common or less-common services on Linux servers and also advise on security exploits.
→ **Data restoration:** We help with the restoration of defective or inconsistent file systems or recovering accidentally deleted data.

24/7 Emergency Hotline

Our consultants can be reached around the clock at: **0049 30 40 50 51 10**

ADVANTAGES

→ Support by phone, e-mail or SSH/VPN login
→ 24/7 availability SLA (optional)
→ 2h maximum response time SLA (optional)
→ Broad range of experts available to handle special cases
→ LPI-certified administrators (LPIC-1/2/3) with more than 10 years of experience in the job
→ Contracts not limited to particular servers

heinlein consulting

WE ARE OPEN-MINDED AND FLEXIBLE

We support all common Linux distributions (openSUSE/Novell, RedHat, Debian, Ubuntu, Fedora, CentOS, …) and also non-proprietary software, if supported by the distribution and version in use (i.e., updates and security patches are available through the distributor).

→ Web services (Apache, lighthttp, PHP, nginx, Squid, …)
→ Mail services (Postfix, AMaVis, SpamAssassin, Dovecot, Open-Xchange, rspamd, …)
→ Databases (MySQL, PostgreSQL, LDAP, …)
→ File services (NFS, Samba, FTP, …)
→ HA & Load balancing (Heartbeat, Cluster manager, LVS, DRBD, Pacemaker, …)
→ Disaster recovery (Bacula, Bareos, ReaR, …)
→ Network (Policy routing, Traffic shaping, DNS, DHCP, BGP, …)
→ Security (Firewalls, IDS, Encryption, …)
→ Migration (OS upgrades, Service updates, Storage replacement, …)
→ Error analysis and -rectification
→ Build service (Program compilation, assembly, and patching, …)
→ Linux base system (Kernel tuning, resolution of hardware and software conflicts, …)
→ Configuration management (Puppet, FAI, Chef, Salt, Ansible, …)

ANY QUESTIONS?

If you would like to know more about our services or a specific quote, then simply let us know by e-mail and we will get back to you promptly.

support@heinlein-support.de

SERVICE PLANS

There are four different service plans for CompetenceCall. Simply choose the one that suits your requirements best. By the way: Any vouchers not used during a contract term can still be used in the next year for booking a Heinlein Akademie training course (50% of face value).

Our emergency service „by-Call" is available at any time. On weekdays 9:00-18:00 assistance will cost 160 EUR/h for the first three hours, and then 125 EUR/h after that. At weekends and on public holidays the „by-Call" rate is 210 EUR/h for the first three hours and then 160 EUR/h after that. Rates are charged at half-hourly precision.

COMPETENCE CALL		BY-CALL	SILBER	GOLD	PLATIN
SERVICES	Availability	24/7	9/5	15/7	24/7
	Response time Mon - Fri	-	9:00 - 18:00: 4 h	9:00 - 0:00: 2 h	Around the clock: 2 h
	Response time Sat, Sun, Public holidays	-	-	9:00 - 0:00: 3 h	Around the clock: 3 h
	Servers included	unlimitiert	unlimitiert	unlimitiert	unlimitiert
	Vouchers per year included	-	3 vouchers à 2 h	6 vouchers à 4 h	12 vouchers à 4 h
	Expert certification level (minimum)	LPIC-1	LPIC-1	LPIC-1	LPIC-2

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