

Icinga Subscriptions

Australia



icinga.com



Icinga Support Subscription

Icinga support engineers provide enterprise-grade assistance for all supported Icinga components and modules.

We understand that every organization has different operational requirements, which is why our BASIC, PREMIUM and ENTERPRISE plans can be extended as needed.

Support subscriptions are billed annually and include access to our support services, software updates and exclusive resources throughout the subscription term.

	BASIC	PREMIUM	ENTERPRISE
	Mon. – Fri. 8x5	Mon. – Fri. 8x5	Mon. – Sun. 24x7
Response Time SLA	Level 1: NBD Level 2: NBD Level 3: 8h	Level 1: NBD Level 2: 8h Level 3: 4h	Level 1: NBD Level 2: 4h Level 3: 2h
Conditions			
Number of Icinga 2 Servers	2	5	10
Number of Icinga Hosts	Unlimited	Unlimited	Unlimited
Number of Support Cases	Unlimited	Unlimited	Unlimited
Number of 24/7 Cases/year	–	–	18
Channels			
Number of Contacts	2	3	5
Email	✓	✓	✓
Phone	✓	✓	✓
Remote Debugging	✓	✓	✓
Remote Consulting Days	–	1	2
Included Software			
Core Products ¹	✓	✓	✓
Additional Components ²	✓	✓	✓
Icinga Module for vSphere®	–	✓	✓
Exclusive Modules			
Icinga Dependency Views	✓	✓	✓
Pricing			
Annual Subscription Fee	US\$ 15.000	US\$ 30.000	Call for Quote (min. US\$ 60.000)
Add-ons (optional)			
Repository Subscription	✓	✓	✓
Additional Module Support	US\$ 5.000	–	–
Additional Icinga 2 Server	US\$ 2.000	US\$ 2.000	Call for Quote (min. US\$ 1.000)

Support Elements

Number of Icinga Servers

The number of supported Icinga servers varies by plan and can be extended on request. In this document, an Icinga server includes both satellite systems and centrally managed Icinga server installations.

Example:

An Icinga environment consisting of two master nodes (High Availability) and two satellites (two nodes each) equals six Icinga servers:

- 2 Master Nodes
- 4 Satellite Nodes
- = **6 Icinga Servers**

The Premium plan includes support for 5 servers. One additional server would require an add-on:
US\$ 30,000 + US\$ 2,000 = **US\$ 32,000**

Supported Software

Icinga is highly extensible, and we support all official Icinga modules. Please refer to our [Support Matrix](#) for detailed information.

¹Core Products

- Icinga 2
- Icinga Web
- Icinga DB
- Icinga Director

²Additional Components

- Icinga for Windows
- Icinga for Kubernetes
- Icinga Notifications
- Icinga Reporting
- Icinga Cube
- Icinga Business Process Modelling
- Icinga Certificate Monitoring
- Icinga Web Jira Integration
- Icinga Web Graphite Integration
- Icingabeat

Support for Integrations

More than 200 community-developed add-ons are available for Icinga. We provide support for these add-ons when they are compatible with Icinga 2.

Support for external open-source tools (e.g. Puppet, Ansible, Elasticsearch, Graylog, MySQL, MariaDB) is not included in the Icinga support subscription.

Examples:

- The Icinga 2 Puppet Module is included; your Puppet infrastructure is not.
- The Icinga database schema is included; your MySQL/MariaDB/PostgreSQL environment is not.

Please contact your local partner for extended support options.

24/7 Service

The ENTERPRISE plan includes 24/7 coverage and 18 support cases per year. Additional cases can be purchased on demand.

Support Delivery

Support from Icinga:

Icinga engineers provide Level 1 to Level 3 support. For details, please refer to our [support terms](#).

Support through Icinga Partners:

Local partners deliver Level 1 to Level 3 support under their own terms. Icinga provides Level 3 expertise when required for complex cases.

Severity Level Definitions

Level 1:

Minor functionality issues or cosmetic defects affecting a limited number of users.

Level 2:

Major functionality issues or significant performance degradation without a reasonable workaround, impacting parts of your monitoring operations.

Level 3:

Critical production issue severely affecting your use of the software.

Terms and Conditions

- Support elements can be extended or added to BASIC, PREMIUM and ENTERPRISE plans as required.
- Service hours apply to your local time zone.
- Response times refer to the next business day in your time zone.
- Prices exclude VAT.

For detailed information, please refer to:

- [General Terms and Conditions of Business of Icinga GmbH](#)
- [Contractual conditions for Support Subscriptions](#)
- [Contractual conditions for Software Subscriptions and Repository Subscriptions](#)