

## Ubuntu Advantage

Commercial support packages for key enterprise management and security capabilities.

Canonical, the company behind Ubuntu, provides security and management tools for Ubuntu deployments in production through Ubuntu Advantage commercial support packages for cloud, server and desktop.

Ubuntu Advantage packages add value and efficiency to your estate, supporting your businesses security, compliance and productivity requirements.

### Ubuntu Advantage solutions

- Livepatch Service - Apply critical kernel security fixes in seconds without rebooting, reducing downtime and maintaining security & compliance standards
- Extended Security Maintenance (ESM) - Ensure key security fixes are available for end-of-life Ubuntu LTS releases, extending official OS support
- Certified Technology - Access FIPS certified modules and assurance of major cloud, hardware & software providers certifying their technologies on Ubuntu
- Landscape Management - Monitor and manage your growing networks of servers, cloud and desktops efficiently and at scale with our cost-effective tool
- 24/7 Coverage - Rely on our around-the-clock, expert phone and web support for your Ubuntu deployments, with the ability to track progress
- Backup & Storage - Backup and recovery capabilities, delivering seamless access to the leading OpenStack-native data protection solution on the market, TrilioVault

Save an estimated \$100,000 - \$5 million+ in potential costs with Ubuntu Advantage solutions\*

**\$100,000 - \$5 million+**

in potential planned / unplanned downtime from critical security fixes with Livepatch<sup>3</sup>

**\$600,000+**

in potential annual management costs with Landscape<sup>2</sup>

**\$100,000+**

in potential application update costs with ESM<sup>1</sup>

# Cost-effective solutions for costly challenges



## Security & Compliance – Maintain security and compliance standards with:

- 24/7 access to a technical team of experts, helping to mitigate vulnerabilities like Meltdown & Spectre
- Protection of workloads on Ubuntu 12.04 instances if upgrading is not an option with Extended Security Maintenance (ESM)
- FIPS 140-2 certified modules
- Coverage against claims of intellectual property infringements with the Ubuntu Assurance Programme

“Our users and business partners expect nothing less than complete availability, reliability and security. Livepatch is like a dream come true, both from a technical and a business standpoint. Our Ubuntu systems now rarely or never have to be rebooted. Service is continuous. That makes a big difference for user and customer satisfaction and loyalty.”  
- Masaaki Hirose, IT Platform Dept. at DeNA



## Managing IT Costs – Reduce operational costs by avoiding:

- Planned and unplanned downtime from critical security patches with Canonical Livepatch
- Application update & refactoring costs for apps hosted on aging servers with ESM
- Staffing and training internal FTE technical talent via access to Ubuntu technical support team of experts

“The cost of refactoring applications early could have reached six figures for some of our customers, so they really appreciate how we’ve helped them avoid that expense and hassle.”  
- Tamas Matyas, System Administrator at ITstrategen



## Increasing Efficiencies – Boost productivity by:

- Scaling security patches and monitoring through single-interface management with Landscape
- Quickly resolving support queries with around-the-clock, expert phone and web support and Knowledge Base access for your Ubuntu deployments
- Protecting and recovering entire workloads or tenants, providing the ability to scale quickly with zero performance degradation

“Previously, we needed lots of people to deploy, maintain, upgrade and support infrastructure at our offices around the world...Canonical helps us to eliminate the business impact with rapid response and resolution of outstanding issues, and make sure our devices deliver optimum performance”  
- Paweł Zięba, Senior IT Innovation Consultant at Capgemini

## Need access to our solutions?

To learn more about Ubuntu Advantage, visit [ubuntu.com/support/contact-us](https://ubuntu.com/support/contact-us).

For our full cloud story and capabilities, visit [ubuntu.com/cloud](https://ubuntu.com/cloud).

\*Estimates are based on the following:

<sup>1</sup> Application update cost savings estimate range from Canonical customer, reported in [case study document](#).

<sup>2</sup> Figures based on a deployment of 1000 desktops, reported in [case study document](#).

<sup>3</sup> Average cost per hour of enterprise server downtime worldwide in 2017 and 2018 as reported by [Statista](#).

\*\*Minimums apply.

## Summary of service offerings

Features	Essential	Standard		Advanced	
	Server	Server	Desktop	Server	Desktop
Price per node**	PHYSICAL \$225/YR VIRTUAL \$75/YR	PHYSICAL \$750/YR VIRTUAL \$250/YR	\$150/YR	PHYSICAL \$1500/YR VIRTUAL \$500/YR	\$300/YR
Phone + Ticket Support	None	8am - 6pm on weekdays		24 hours a day, everyday	
Download, Install, Run, Use, Update, Secure, Upgrade	✓	✓	✓	✓	✓
Landscape Management	✓	✓	✓	✓	✓
Kernel Livepatch Service	✓	✓	✓	✓	✓
Extended Security Maintenance (ESM)	✓	✓		✓	
Knowledge Base	✓	✓	✓	✓	✓
Ubuntu Legal Assurance Programme	✗	✓	✓	✓	✓
FIPS - Certified Cryptographic Modules	✗	✗		✓	

Features	Standard		Advanced			Managed	
	MAAS	Kubernetes	MAAS	OpenStack	Kubernetes	BootStack	Kubernetes
Price per node**	PER MACHINE \$5/MO	PER NODE (PHYSICAL) \$600/YR PER NODE (VIRTUAL) \$200/YR	PER MACHINE \$10/MO PER REGION \$75,000/YR	PER MACHINE \$1,500/YR	PER NODE (PHYSICAL) \$1,200/YR PER NODE (VIRTUAL) \$400/YR	PER MACHINE \$5,450/YR	PER NODE (PHYSICAL) \$4,380/YR PER NODE (VIRTUAL) \$1,460/YR
Phone + Ticket Support	8am - 6pm on weekdays		24 hours a day, everyday			24 hours a day, everyday	
Landscape Management	✓	✓	✓	✓	✓	✓	✓
Livepatch	✓	✓	✓	✓	✓	✓	✓
Knowledge Base	✓	✓	✓	✓	✓	✓	✓
High Availability (HA)	✓	✓	✓	✓	✓	✓	✓
Industry-leading cloud operations tooling (Ubuntu, MAAS, Juju, LXD)		✓		✓	✓	✓	✓
24x7 remote operations, smart alerts and proactive monitoring by Canonical's cloud experts		✗		✗	✗	✓	✓
Disaster Recovery		✗		✗	✗	✓	✓

For full plan and pricing details visit [ubuntu.com/support/plans-and-pricing](https://ubuntu.com/support/plans-and-pricing).