

Choose your OpenStack service model

How to decide what service model fits your organization best.



Checklist for choosing an open source service model

- Which levels of service does your customer demand?
- Do you need 24x7 support or do office hours (8x5) suffice?
- What internal resources do you have available for service and support?
- Do your customers demand your team to focus on core business?
- Can you meet the demanded times to market for adding production workloads?
- Do you feel your team has enough time available to design the right open infrastructure?
- Do you have budget to hire external engineers for the implementation and support?
- Is your team trained and up to speed before it's delivery to service the new platform?

OpenStack support

Open source solutions are at the heart of open infrastructures, driving IT innovations. Trying to incorporate innovations, while maintaining high service levels in production as well as supporting your customers in their digitization process, can be a challenge.

To ensure the success of your open source IT infra, it's important to select the right service model.

Service models

Fairbanks has been supporting open infrastructures for years, providing variants of these basic service models:

- Software Subscriptions;
- Support Services;
- Managed Services;

These service models all come with their own advantages and disadvantages. The key difference lies in the distribution of responsibilities: with each step, from subscriptions to managed services, responsibilities are distributed externally to the supporting company.

An experienced and suitably staffed IT team might retain responsibility for the maintenance of the OpenStack infrastructure. Additionally, subscriptions provide support by the software provider when facing issues in the code. If additional support for issues related to the specific usage and configuration of your infrastructure is needed 'Support Services' will fit best. If your team needs to shift focus from the infrastructure, is understaffed or underqualified to maintain the open infrastructure, shifting full responsibility to an external managed services party, will be right for your organization. Of course, later on you can choose to shift responsibility back to your team.



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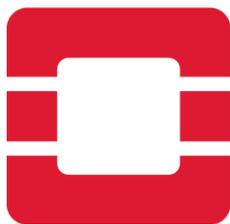
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Subscriptions

With subscriptions, you have access to a global network of technical support engineers. This expertise can virtually extend your in-house expertise and gives you support coverage on the software itself, which includes: Support for related software packages/guests, phone and web ticket support, support documentation and knowledge base, diagnosis support, bug reports and fixes. 'Software Subscriptions' in contrast to 'Support Services' and 'Managed Services' only cover the operation of the software. You can choose to get 'Subscriptions' for all or some of the open infra software components such as the operating system of the nodes, the open network OS, the OpenStack distribution, the monitoring and/or orchestration tools.



Support Services



When 'Support Services' on the OpenStack infrastructure are provided, more responsibility is given to the service provider. The most important difference is that the earlier discussed 'Subscription' makes sure that the software itself is operating in the right way, while 'Support Services' makes sure that the infrastructure with the software on top is operating in the right way. Providing hands-on support until the ticket is resolved and to work closely together with your team to keep the OpenStack infrastructure running.

The main benefit of this 'Support Services' model is that you will need a limited amount of engineers and internal knowledge to ensure the working of the open infrastructure, and that the implementation of a production ready OpenStack infrastructure is done quickly.

Managed Services

With 'Managed Services' the responsibility for the complete open infrastructure is transferred fully to the service provider. To ensure the environment performs and is up-and-running during the agreed service terms, additional tasks are executed by the contractor. Such as monitoring, daily health checks, pro active support and scheduled updates. The main benefit of the 'Managed Services' model is that you don't need resources to setup or maintain the OpenStack infrastructure. Your team can focus on supporting your core business and don't have to worry about the infrastructure. Just as you wouldn't worry about the infrastructure of a public cloud.



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Shift up or shift down

With Fairbanks it is possible to shift up or down from your current service model. Let's assume you acquire a fully managed OpenStack Infrastructure with 'Managed Services'. You can train your team during the contract term to maintain the infrastructure themselves. If your team is ready, you can shift down to 'Support Services' or 'Subscriptions'. The other way around is possible as well. For example when a company maintains an OpenStack Infrastructure with 'Subscriptions' but the company wants to use the infrastructure engineers for another part of their business, Fairbanks is able to take over the support of the OpenStack infrastructure using 'Support Services' or 'Managed Services'.



Want to know more?

OpenStack is the world's leading open cloud platform, and provides all the components needed to build and deploy an operational open-source cloud. From compute, storage and network components to a management dashboard and a fully integrated usage metering engine. It meets cloud provider requirements for service automation, seamless scalability and high-availability computing.

Do you want to know more about OpenStack or about how these service models can add value to your OpenStack infrastructure, please contact our Expert & Support Center via info@fairbanks.nl, <http://www.fairbanks.nl/> or by phone 0031-(0)33-4508585.

About Fairbanks

Fairbanks provides consulting, support, implementation, optimization, managed services, troubleshooting and training services for Open Infrastructure cloud solutions. Fairbanks maintains and supports all major OpenStack distributions and side projects. Fairbanks is based in the Netherlands and as the ambassador of the OpenStack Foundation for the Benelux (Belgium, Netherlands and Luxembourg), also is a driving force of the OpenStack community, one of the most active OpenStack communities in the world.

With the extensive service possibilities, Fairbanks makes sure that companies can focus on their core business and don't have to worry about the cloud infrastructure.



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