



# Compare Editions

## Which Option is Right for You?

Are you a casual user looking for a free platform or are you looking for a solid and supported platform to build your business? eZ provides you with just the right solution for your needs. Learn which package is right for you.

eZ Publish	Community Project	Enterprise Silver	Enterprise Gold	Enterprise Platinum
Recommended for	Innovative foundation for non-mission-critical projects.	Enterprise Platform for businesses looking for a warranted product and certified extensions.	Enterprise Platform for mission-critical projects with compelling support and services.	Enterprise Platform for business-critical projects with highest demands in security and reliability.
Overview	Open Source Development Model	Enterprise-ready Platform		
	Support Not Included	Open Source Development Model		
	Warranty Not Included	Commercial License		
	Indemnification Not Included	Complete end-to-end product support via Enterprise Service Level Agreements (SLA) is included		
		Warranty Included		
		Indemnification Included		
		Access to Enterprise Services Network (Link to FAQ Question)		
		Access to certified extensions via eZ Market		
Software Maintenance				
Community Updates	✓	✓	✓	✓
Access to Developer resources and shared code snippets	✓	✓	✓	✓
eZ Publish Enterprise Software		✓	✓	✓
Bi-Annual eZ Publish Enterprise Software Release		✓	✓	✓
Accelerated Security Patch Distribution		✓	✓	✓
Accelerated Bug Fix Patch Distribution		✓	✓	✓
Accelerated Critical Bug Hot Fix Patch Distribution		✓	✓	✓
Support				
Community Support	✓	✓	✓	✓
Tutorials, Forums, Blogs, RSS-Feeds	✓	✓	✓	✓
Online Services and Support Portal		✓	✓	✓
24x7 Phone Support			✓	✓
Dedicated Account Manager ("eZ Coach")				✓
Services Network				

Public Feature Tracker	✓	✓	✓	✓
Public Roadmap	✓	✓	✓	✓
Product Documentation via doc.ez.no	✓	✓	✓	✓
Industry Insights Email Newsletter		✓	✓	✓
Real-time Site Monitoring		✓	✓	✓
Enhanced Software Upgrade Kit		✓	✓	✓
Smart Site Analytics (eZ Odoscope Basic)		✓	✓	✓
Integrated Recommendation Engine: Basic		✓	✓	✓
Access to Security Audits			✓	✓
Access to Distributed Stress Testing Suite			✓	✓
Yearly Best Practices Site Audit			✓	✓
Semi-Yearly Best Practices Site Audit				✓
Prioritized Access to Security Audits				✓
Prioritized Access to Distributed Stress Testing Suite				✓
<b>Software Feature Support</b>				
Enhanced Content Scheduling Suite (eZ Flow)	✓	✓	✓	✓
Supported Enhanced Survey Tool (eZ Survey)		✓	✓	✓
Supported Personalized Style Editor (eZ Style Editor)		✓	✓	✓
Supported Enterprise Search (eZ Find)			✓	✓
Supported Multi-Server Architecture (eZ Cluster Support)			✓	✓
Supported Distributed Caching System (eZ SI)				✓
Supported Publishing Queues (eZ Asynchronous Publishing)				✓
Supported Export and Data Integration Tool (eZ XML Export)				✓
Supported Oracle Database for Content Storage				✓
<b>Enterprise Service Level Agreements</b>				
Standard Product Support				

Support Portal Seats		2	4	12
Number of Support Requests Per Year		15	unlimited	unlimited
Response Time: Support Request Qualification time		8 hours	2 hours	1 hour
Response Time: Critical Severity		1 day	3 hours	1 hour
Response Time: High Severity		3 days	2 days	3 hours
Response Time: Medium Severity		5 days	3 days	12 hours
Response Time: Low Severity		7 days	5 days	24 hours
Pricing	The prices depends on different items you will need on your installation, so please <b>contact us</b> for a custom offer.			

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Free Trial

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