

DotNetNuke

Easy to Use

Extensible

Highly Scalable

DotNetNuke is the leading Web Content Management Platform for Microsoft .Net. The open platform functions as both a web content management system (CMS) and application development framework. Organizations use DotNetNuke to create rich, interactive web sites and web applications which leverage their existing Microsoft technology investments.

The Enterprise Package is for enterprises deploying DotNetNuke in multiple business-critical applications **requiring up to five server licenses**. The Enterprise Package includes the DotNetNuke Enterprise Edition software, DotNetNuke Elite Support, 20 hours of Developer Support Services and five DotNetNuke Training Subscriptions.

DotNetNuke Enterprise Edition

The **DotNetNuke Enterprise Edition** is for enterprise grade, business critical applications and includes a suite of unique features. The Enterprise Edition includes features like content staging which enables you to test and review content before publishing to you public site and a SharePoint connector that enables you to securely publish SharePoint documents on public web sites, extranets or intranets.

Built on the same open source core as the Community Edition, which powers over 700,000 web sites worldwide, the Enterprise Edition includes:

- **A tested and verified version** of the Enterprise Edition including the DotNetNuke open source core framework
- **Unlimited technical support**
- Product features not available in the Community Edition including a **Microsoft SharePoint connector, content staging, content localization, enhanced content editing, developer tools, content management, document management, site performance, analytics, security, scalability and network services**
- Full **product documentation**
- Email notifications of **security patches and product updates**
- Access to the DotNetNuke Support Network **online Knowledge Base**
- Product **copyright indemnification**

Elite Support

DotNetNuke Elite Support is our highest level of customer support. It provides commercial customers with:

- **Live phone support** in addition to online support
- **Priority management** of trouble tickets
- **Guaranteed two hour** support response
- **Extended support hours** from 6 am to 6 pm Pacific Time
- **Installation or upgrade assistance** to ensure a successful initial deployment
- **Source code access** including the proprietary Professional or Enterprise Edition modules

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NetNuke



Technical Support

Elite Support includes phone-based and online technical support. Priority support is available over a wider window than standard Professional or Enterprise Edition support hours and includes two hour guaranteed response. Our standard support is provided via an online ticketing system while Elite Support is provided both online and via the telephone.

DotNetNuke Corp. professionals in North America provide first level support with second level support provided by architects and engineers from around the world. Your online support requests submitted by 4 pm Pacific Time Monday through Friday receive a response the same business day. Requests submitted after 4 pm Pacific Time will receive a response within 2 business hours the next business day.

Phone-based Elite Support is available from 6 am to 6 pm Pacific Time with two business hour response Monday through Friday excluding holidays.

	Standard Support	Elite Support
Support Hours	9 am to 5 pm Pacific, M-F	6 am to 6 pm Pacific, M-F
Online Support	✓	✓
Phone Support		✓
Maximum Response Time	8 business hours	2 business hours

Installation or Upgrade Assistance

Elite Support entitles your organization to a one time, phone-based installation or upgrade session with a DotNetNuke Corp. technical support engineer. During this session our support team will teleconference with your engineers and provide assistance with the installation or upgrade of your DotNetNuke deployment to the most current Enterprise Edition release.

Source Code Access

Elite Support includes source code access to the proprietary Professional or Enterprise Edition modules. The core DotNetNuke framework is open source and the source code is available to all DotNetNuke Community, Professional, and Enterprise Edition users. However, the Professional and Enterprise Editions include proprietary modules which provide functionality such as web farm caching and content approval workflows. The source code to these unique modules is not available with the standard Professional and Enterprise Edition subscriptions.

DotNetNuke Developer Support

The DotNetNuke Corp. Developer Support Team (DST) provides world-class technical developer support services. We are the creators and maintainers of the DotNetNuke web application framework with extensive experience supporting developers and enterprise customers. Our DST engineers are directly responsible for the ongoing development and integrity of the DotNetNuke platform. We can handle your development support needs related to the core framework, APIs, skin design, custom module development, or systems integration. DotNetNuke Corp. provides support worldwide, delivering timely, reliable service to ensure the success of our customers.

Our DST can customize their efforts to address your most pressing needs. The DST specializes in high value consulting activities such as design and architecture reviews, developer mentoring, and identification of best practices. DST services are provided remotely via phone and email. Typical service engagements include:

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Developer Mentoring – We work with your development team to identify your requirements, develop strategies for achieving your goals, and providing code and configuration examples to guide your team to a successful project conclusion.

Phone-an-Expert Support – Your development team can use their developer support hours at their convenience to call our Developer Support Team with questions or to request guidance on specific technical challenges as they arise.

Web Content Management Strategy Consulting – Web content management project can be complex. They may require decisions about how to model content, create relationships between web projects, architect the deployment and delivery topologies, and understand how these elements fit into your web site design. Architecture guidance for your first project is often highly valuable and our DST can assist you in navigating these issues to develop an optimal design for your needs. Your organization can then utilize this design model to create your web site or application either using internal resources or working with one of our highly skilled design partners.

The DotNetNuke Corp. Developer Support Services is a premium offering which can assist your organization if you require short-term assistance on pressing DotNetNuke development issues. The majority of your implementation will typically be performed by your own technical staff or a DotNetNuke Systems Integrator with our DST serving as a complementary resource to support these efforts

DotNetNuke Training Subscription

The Enterprise Package includes a training subscription for up to 5 users. A training subscription entitles one DotNetNuke.com user account access to any of our scheduled paid training webinars, as well as access to recordings of previous webinar offerings. Training classes are designed for Administrators, Developers, Designers and End Users and include:

- Portal Admin & Configuration – 8 Hours
- Content Administration – 8 Hours
- Module Development – 14 Hours
- DotNetNuke Skinning – 14 Hours

Contact Us Now

Contact DotNetNuke Corp. now for further information about the DotNetNuke Enterprise Package. You can reach us at (650) 288-3150 or Marketing@DotNetNuke.com.

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