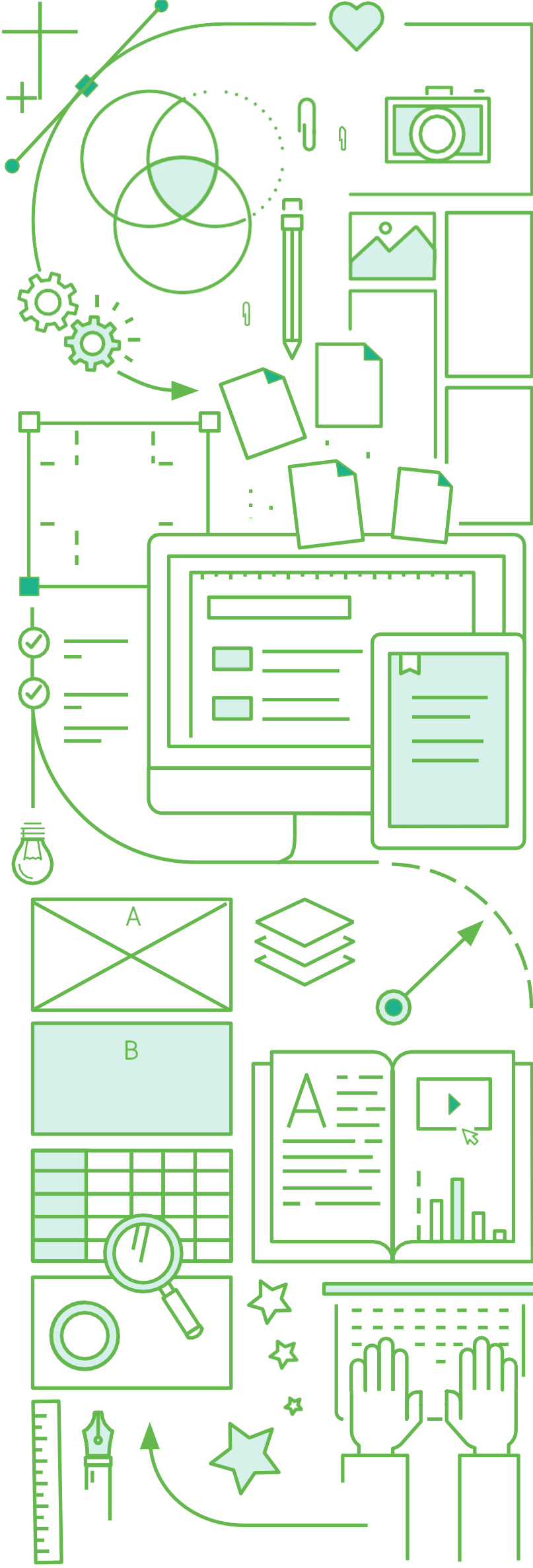


datasheet



MontaVista

MontaVista CentOS Support



About MontaVista

Leading authority in Embedded Linux

Long Term Support and Maintenance

Extensive competence in custom distribution models

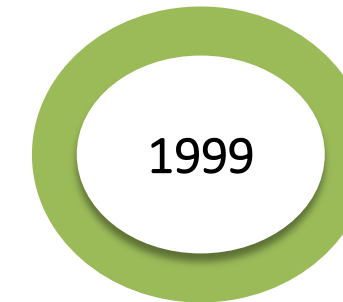
Yocto, OSS, and CGL Technical Leadership

Deep knowledge in virtualization and security

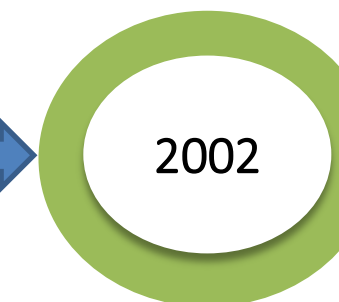
Partners



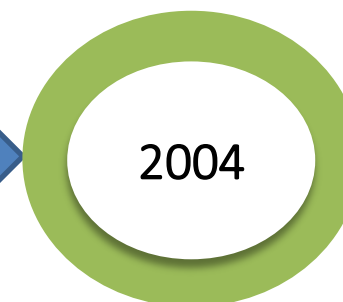
**MONTAVISTA SOFTWARE
FOUNDED**
Pre-emptible kernel released



CARRIER GRADE
1st Pro and Carrier Grade Linux introduced.



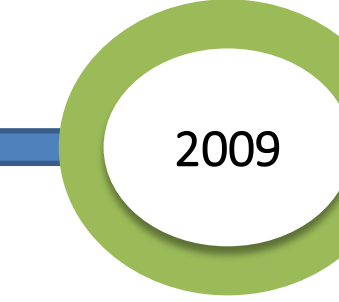
DEVROCKET
1st IDE (DevRocket) introduced.



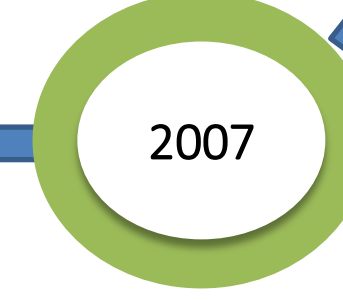
BARE METAL PERFORMANCE
MV Linux achieves 99% bare metal performance.



FASTBOOT
MVL6 boots in 1 second.



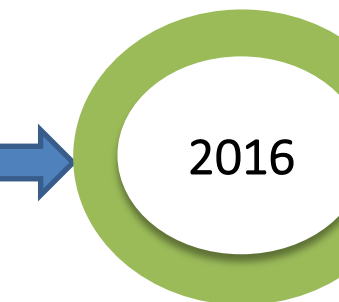
5th GENERATION LINUX
Mobile and Carrier Grade 5.x released.



7th GENERATION LINUX – CGE7
Carrier Grade Edition 7 supports x86, 32 & 64-bit ARM, PowerPC, and MIPS.



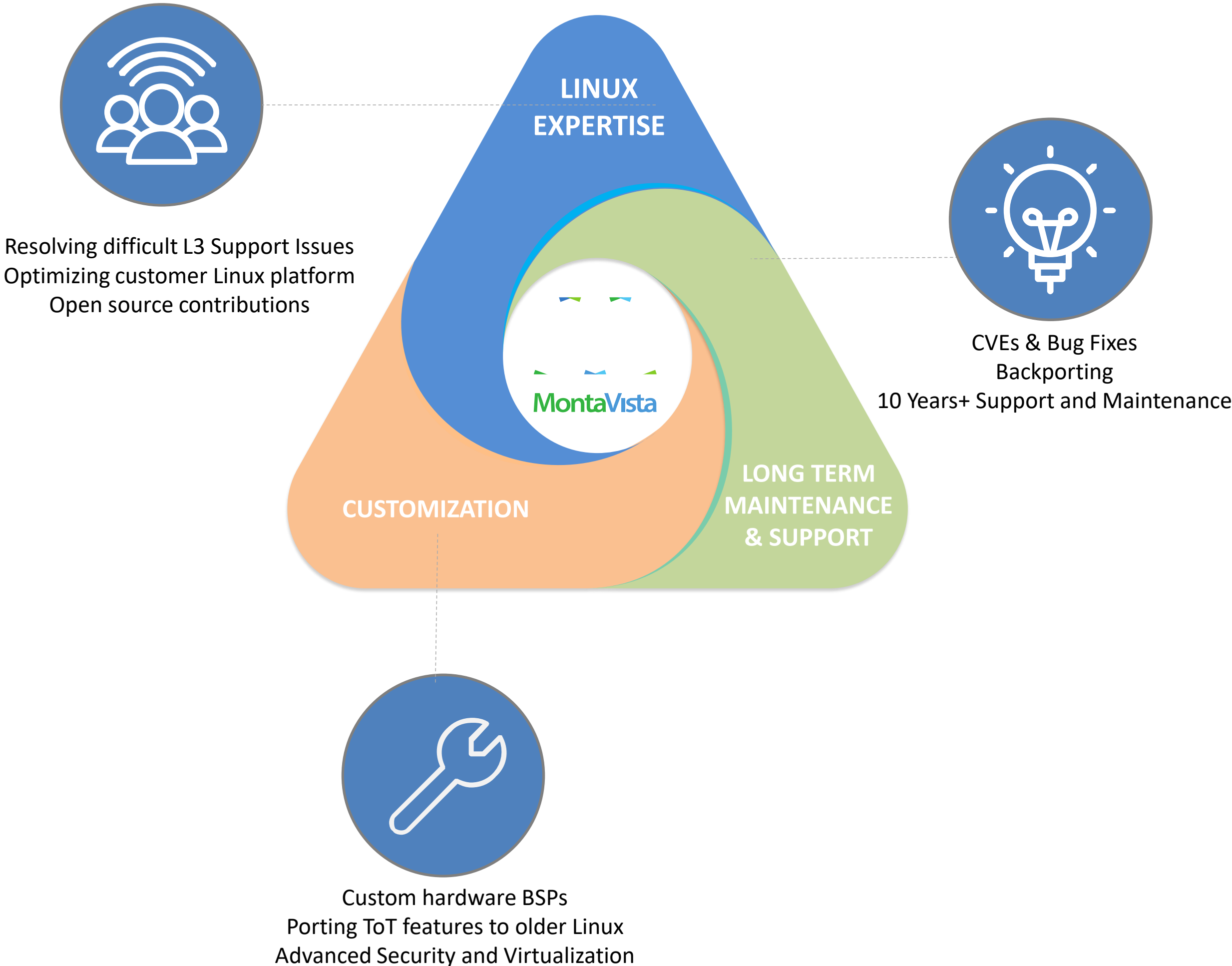
9th GENERATION LINUX - CGX
Yocto compliant Carrier Grade eXpress 2.0 released with enhanced security features and Docker.



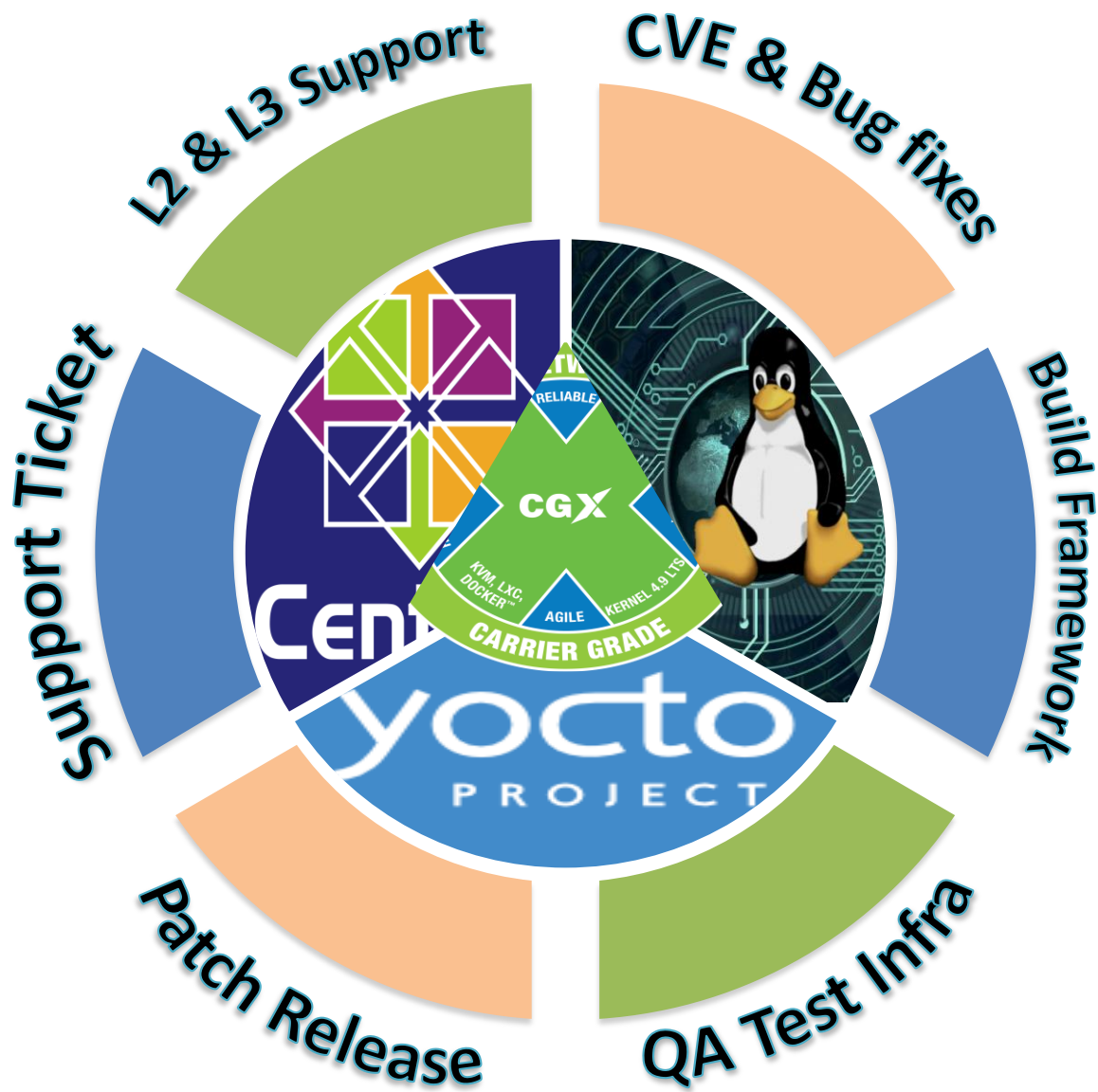
CLEAR LINUX OS & CENTOS
Clear Linux OS and CentOS commercial support introduced.



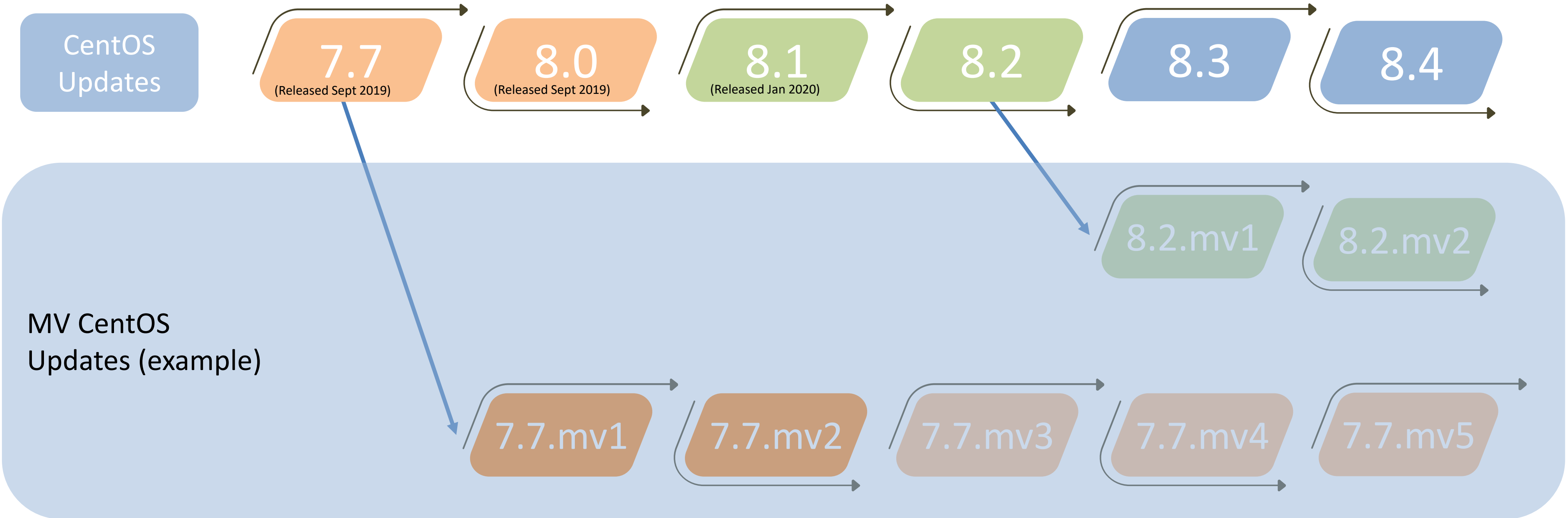
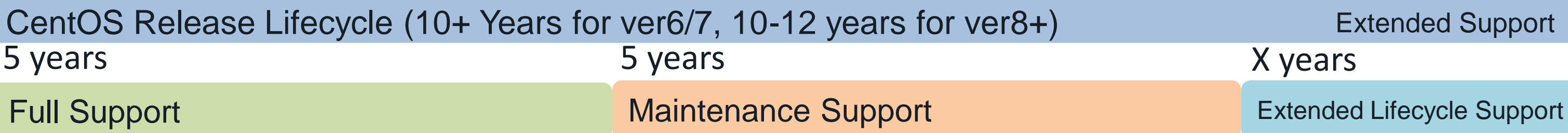
MontaVista Core Competencies



MontaVista's Core Values Applied to any Embedded Linux



MontaVista LTM for CentOS



Example Service Level Agreement (SLA)

SEVERITY

1

Initial response: 1 Hour

Ongoing response: 4 Hours

Level of Effort: Continuous effort against issue during 24x7 until interim fix

Resolution/Work-around Target: Work-around in 2 business days, Final in 5 business days

SEVERITY

2

Initial response: 4 Hours

Ongoing response: 8 Business Hours or as mutually agreed

Level of Effort: Continuous effort against issue during business hours until interim fix

Resolution/Work-around Target: Work-around in 5 business days, Final in 10 business days

SEVERITY

3

Initial response: 4 Business Hours

Ongoing response: 1 Business Week

Level of Effort: Continuous effort against issue during business hours until interim fix

Resolution/Work-around Target: Next software update or as mutually agreed

SEVERITY

4

Initial response: 4 Business Hours

Ongoing response: 1 Business Week

Level of Effort: Continuous effort against issue during business hours until interim fix

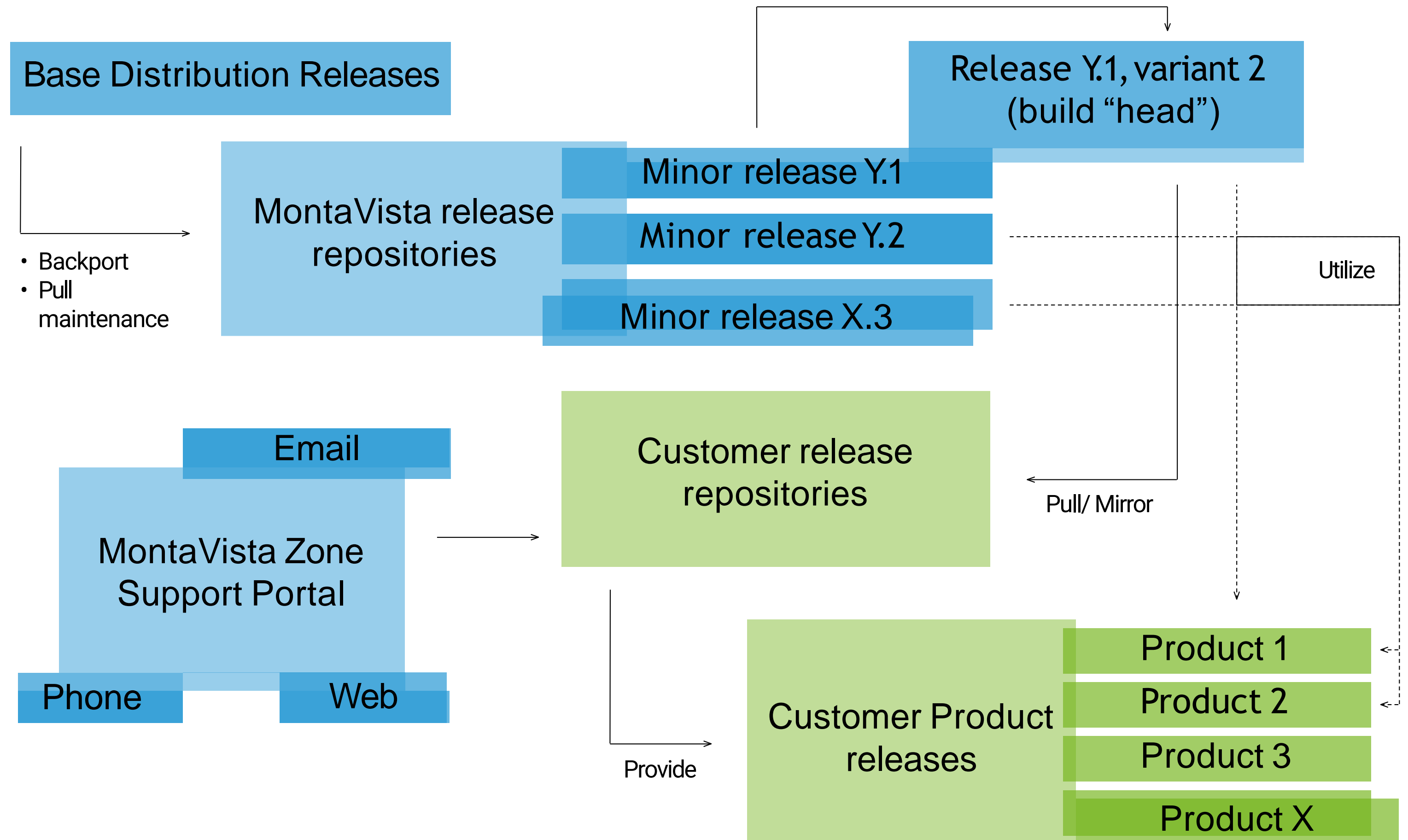
Resolution/Work-around Target: Next software release

Custom SLA can be negotiated

The CentOS Service package

CentOS – Deployment Model

- Customer chosen amount of code baselines / product branches
- Customer selected package list for each supported baseline
- Can include major release and minor variants, as well as branches based on a specific “patch level”
- CVE and maintenance patch stream for the chosen branches. If necessary, backported on the selected baseline
- Support and testing of chosen baselines on customer selected hardware
- Optional support services, allowing customer staff to request MontaVista support specialist assistance
- Optional SLA level for support. Custom SLA levels available up to Carrier Grade 24/7, 1h response level
- Optional additional services for feature and/or HW enablement or other development



CentOS business model

Branch Maintenance

- CVEs and bug fixes – community, MV, company requested
- 600-700 package support
- Per customer chosen production branch
- Standard Support
- Quarterly QAed update cadence

Custom Package (Optional)

Contact us for Pricing!

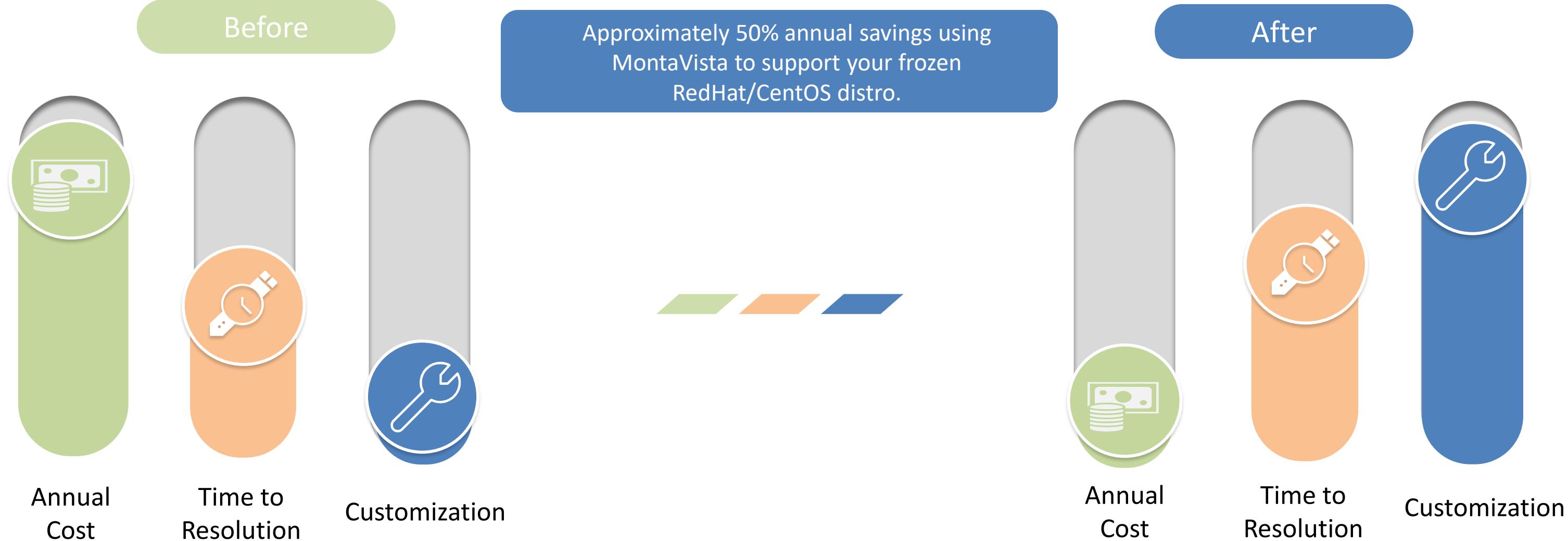
- 50 additional userland package maintenance
- Up rev of package (at MV discretion and customer request)
- Customer chosen hardware board

Service Level Agreement (Optional)




- Defined severity and resolution times
- Standard SLA M- F, 8am – 5pm PDT work hours
- Dedicated contact, experts pulled in as needed
- Ticket handling framework
- Asynchronous patches for critical issues



Benefits switching to MontaVista



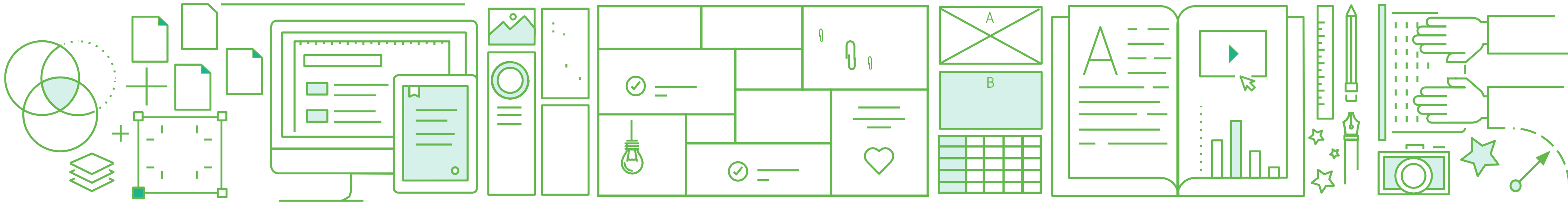
RedHat vs CentOS (community) vs MontaVista

	RedHat 	CentOS 	MontaVista 
Licensing	\$\$\$	\$0	\$0
Support	Yes	Limited	Yes
CVEs/Bug Fixes	Per RH Release	Per CentOS Release*	Customer Dev Branch
Customization	No	No	Yes
Embedded Focus	No	No	Yes

* Current CentOS update follows months after current RH update

About MontaVista Software

MontaVista Software is a leader in embedded Linux commercialization. For 20 years, MontaVista has been helping embedded developers get the most out of open source by adding commercial quality, integration, hardware enablement, expert support, and the resources of the MontaVista development community.



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