

# JBoss Enterprise Middleware

---

## WHAT IS IT?

JBoss Enterprise Middleware combines and integrates the latest enterprise ready features from the thriving JBoss.org community into stable, enterprise-class platform distributions.

## WHAT DOES IT DO?

With industry leading 24x7 support and multi-year update and maintenance policies, JBoss Enterprise Middleware delivers enterprise-class open source middleware for application and service hosting, content aggregation, data federation, and service integration - for both development and production.

---

**“The performance and scalability of JBoss AS and JBoss Cache continue to exceed our previous experiences with BEA Weblogic. In addition, the expert support delivered by the JBoss support staff allows me to outsource my JBoss support and focus my development team on building new revenue-generating applications for the business”**

*Carl Schmidt, CTO—bodog.com*

---

## WHY SHOULD I CARE?

JBoss Enterprise Middleware delivers a better way to improve developer productivity, reduce time to market, automate business processes, and efficiently share enterprise data. This means you can refocus people and budget to attack more projects with significantly less risk. You can also more readily deliver the applications and services differentiate your business. JBoss Enterprise Middleware doesn't just reduce costs. It enables you to make contributions that

actually increase revenue. Customers in nearly every vertical, large and small, already depend on JBoss Enterprise Middleware for their mission critical applications and services. Why? In short, JBoss Enterprise Middleware delivers superior value.

## JBoss Enterprise Platforms

Although open source software offers many benefits, it also presents a challenge: Integrating and maintaining the integrations between the multiple community projects can add complexity and cost to your IT operations. JBoss Enterprise Platforms integrate the most popular JBoss.org projects into stable, secure, certified distributions, with a single patch and update stream. JBoss Enterprise Platforms are available via subscriptions that include certified software, industry-leading support, updates and patches, documentation, and multi-year maintenance policies.

**JBoss Enterprise Application Platform** is a perfect open source alternative for building, deploying, and hosting enterprise Java applications and services. The JBoss Enterprise Application Platform integrates a clustered Java EE application server, O/R mapping and persistence, and a powerful application framework for building next generation Web 2.0 applications into a single distribution.

**JBoss Enterprise Portal Platform** is designed to build and deploy portals for SOA user interaction and personalized presentation. The platform integrates a portal framework, CMS workflow functionality, and the JBoss Enterprise Application Platform into a single distribution.

**JBoss Enterprise SOA Platform** integrates applications and orchestrates services to automate business processes in a service-oriented architecture. The platform is built on an enterprise service bus, and integrates a rules engine, business process automation, and the JBoss Enterprise Application Platform in a single distribution.



## JBOSS ENTERPRISE FRAMEWORKS

In the real world, IT infrastructure environments often include a number of vendors. That's why, in addition to JBoss Enterprise Platforms, Red Hat also offers modular frameworks that run with any Java EE middleware platform and dramatically increase productivity in both development and production. JBoss Enterprise Frameworks include:

- **JBoss Hibernate** for industry-leading O/R mapping and persistence
- **JBoss Seam** for simplifying Web 2.0 application development
- **JBoss jBPM** for enabling the creation and automation of business processes
- **JBoss Rules** for easy business policy access, change, and management

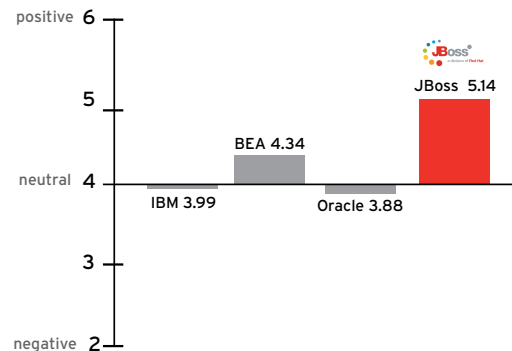
JBoss Enterprise Frameworks, like JBoss Enterprise Platforms, are available via subscriptions that include certified software, industry-leading support, updates and patches, documentation, and multi-year maintenance policies.

## JBOSS DEVELOPER STUDIO

The choice of developer tools is one of the most important productivity decisions a CIO or Enterprise Architect can make. JBoss Developer Studio provides a certified open source development environment that includes and integrates Eclipse, Eclipse Tooling, with the JBoss Enterprise Application Platform, which includes JBoss Application Server, JBoss Hibernate, JBoss Seam, and the JBoss RichFaces component library. It also includes one entitlement to Red Hat Enterprise Linux. JBoss Developer Studio enables developers to quickly and easily develop powerful Web 2.0 applications. And, it eliminates potential issues in moving from development from production because the JBoss Enterprise Application Platform that is part of JBoss Developer Studio is the same code that you get with a product subscription to JBoss Enterprise Application Platform.

1 Competitive Differentiation: Customer Support, JBoss Customer Support Study©; Velociti Partners; July 2007

FIGURE 1: JBOSS SUPERIOR CUSTOMER SATISFACTION



## JBOSS OPERATIONS NETWORK

JBoss Operations Network ensures that JBoss Enterprise Middleware is not only outstanding for development, but stable and predictable in production as well. This customizable management platform improves operational efficiency by providing administration, automated inventory discovery, automated patch and update roll-out, and an optional monitoring upgrade for most JBoss Enterprise Middleware products. Deployed locally, core services include fine-grained user access control, auditing, scheduling, alerting, and tight integration with the JBoss Customer Support Portal. Included with JBoss Enterprise Platform subscriptions of 32 CPUs or greater, JBoss Operations Network can also be purchased separately for smaller deployments that require enterprise-class management.

## INDUSTRY-LEADING TECHNICAL SUPPORT

Expert technical support is delivered with JBoss Enterprise Middleware via the industry's highest-rated support team—exceeding BEA, IBM, and Oracle in customer satisfaction.<sup>1</sup> For Red Hat, support is not an afterthought. It's our core business.

**Production support:** You won't have to wade through uninformed support personnel to reach a subject matter expert. Once assessed, incidents are sent directly to Java EE architects. If issue cannot be resolved, it is escalated to the core JBoss development staff. This means that you are only one degree of separation from the authors of our code at all times.



## JBoss PRODUCTION SUBSCRIPTIONS

	LESS THAN 32 CPUS	32 CPUS OR MORE																		
Production Support Contacts	2 total	<table border="1"> <tr> <th>Contacts</th> <th>CPUs</th> </tr> <tr> <td>10</td> <td>32 to 63 CPUs</td> </tr> <tr> <td>15</td> <td>64 to 127 CPUs</td> </tr> <tr> <td>20</td> <td>128 to 255 CPUs</td> </tr> <tr> <td>25</td> <td>256 to 511 CPUs</td> </tr> <tr> <td>28</td> <td>512 to 1023 CPUs</td> </tr> <tr> <td>30</td> <td>1024 to 1503 CPUs</td> </tr> <tr> <td>32</td> <td>1504 to 2559 CPUs</td> </tr> <tr> <td>35</td> <td>2560 CP or more</td> </tr> </table>	Contacts	CPUs	10	32 to 63 CPUs	15	64 to 127 CPUs	20	128 to 255 CPUs	25	256 to 511 CPUs	28	512 to 1023 CPUs	30	1024 to 1503 CPUs	32	1504 to 2559 CPUs	35	2560 CP or more
Contacts	CPUs																			
10	32 to 63 CPUs																			
15	64 to 127 CPUs																			
20	128 to 255 CPUs																			
25	256 to 511 CPUs																			
28	512 to 1023 CPUs																			
30	1024 to 1503 CPUs																			
32	1504 to 2559 CPUs																			
35	2560 CP or more																			
Red Hat Developer Professional Subscriptions	Not included. May purchase separately.	2 included																		
JBoss Operations Network	Not included. May purchase separately.	Included																		
Value Discounts	Not Available	Value Discounts may apply																		

**Developer support:** Red Hat Developer Subscriptions deliver expert advice spanning architecture, design, configuration, optimization, and tuning recommendations for all JBoss Enterprise Middleware to ensure that development projects efficiently and effectively move into production.

## DECREASE TOTAL COST OF OWNERSHIP

JBoss Enterprise Middleware decreases total cost of ownership in three key ways. First, because it's open source, it leverages the collective research and development power of a community thousands of developers. This not only matures the code faster and drives greater innovation, it also provides Red Hat with a superior cost structure that delivers value to our customers.

But software and support costs are just one part of the equation. Having access to the source code means that you have the ability to see exactly what's occurring in the software you're developing on. Being able to see exactly how services are provided is extremely helpful for developers to take advantage of advanced features, help avoid performance bottlenecks, and avoid the costly trial-and-error guesswork that hampers efficient application development and slows time to market.

JBoss Enterprise Middleware is also easy to consume and use, taking just minutes to download, install, and configure. With other vendors, you could spend days or even weeks just to get started. As a result, developers are more pro-

ductive, more projects get started, and time to deployment is decreased. And once deployed, applications generally require less ongoing developer resources.

## JBoss PRODUCTION SUBSCRIPTIONS

JBoss Enterprise Middleware Production Subscriptions are sold in both 4 CPU and 32 CPU units. Premium subscriptions deliver 24x7 support hours with a 1 hour service level. Standard subscriptions deliver 9am to 9pm support hours in North America and 9am to 5pm support hours in the rest of the world, Monday through Friday with a 4 business hour service level. Both include unlimited incidents, web and phone access, and deliver:

**Product access:** Source and binary code; documentation

**Updates:** Regular updates that provide general enhancements, new features, etc.

**Revisions:** Access to the latest bug fixes and security errata

**Upgrades:** Rights to new versions of JBoss Enterprise Middleware released during the subscription lifetime

**Flexibility:** Subscriptions are not version specific, so access to and support for previous version is included

**JBoss Customer Support Portal:** Connect directly to JBoss support staff, open and track support cases



## JBoss Developer Studio and Red Hat Developer Subscription Details

	JBoss Developer Studio	Red Hat Developer Professional	Red Hat Developer Enterprise
Support SLA		2 business days	4 business hours
Support Contacts	Unsupported; Not Applicable	1	2
Support Hours		North America: M-F 9-9; Rest of World: M-F 9-5	
Type of Access		Web and Phone	
Developers with access to software, patches and updates	1	1	2
Software (for development purposes)	One entitlement to JBoss Developer Studio included	<ul style="list-style-type: none"> <li>→ One entitlement to JBoss Developer Studio</li> <li>→ One entitlement for up to 4 CPUs of all JBoss Enterprise Platforms and Frameworks</li> <li>→ One entitlement to Red Hat Linux Advanced Platform</li> <li>→ One entitlement each to all other Red Hat software products</li> </ul>	<ul style="list-style-type: none"> <li>→ Two entitlements to JBoss Developer Studio</li> <li>→ One Entitlement for up to 32 CPUs of all JBoss Enterprise Platforms and Frameworks</li> <li>→ Eight entitlements to Red Hat Enterprise Linux Advanced Platform</li> <li>→ Eight entitlements to all other Red Hat software products</li> </ul>

in real-time, customize patch or upgrade alerts, and download certified patches and updates

**Support:** Multiple support services providing unlimited incidents and coverage up to 24x7 with 1 hour response

**Long term stability:** Multi-year support and update policies for all JBoss Enterprise Middleware

**Legal assurance:** The Red Hat Open Source Assurance program safeguards customers who are developing and deploying open source solutions from legal harm

**Additional Value with 32 CPU Production Subscriptions:** JBoss Enterprise Middleware production subscriptions of 32 CPUs or more deliver additional value by including additional production support contacts, JBoss Operations Network and Red Hat Developer Subscriptions.

### Red Hat Developer Subscriptions

Developer Subscriptions are available as software only, and software plus support. JBoss Developer Studio is a software only subscription. Red Hat Developer Subscriptions

include expert advice spanning architecture, design, configuration, optimization, and tuning recommendations for all JBoss Enterprise Middleware products. They include incidents and entitlements to tools and software for development purposes.

### FOR MORE INFORMATION

For more information on JBoss Enterprise Middleware, please visit [www.jboss.com](http://www.jboss.com), [www.redhat.com/jboss](http://www.redhat.com/jboss), or contact your Red Hat sales representative.

### Red Hat Sales and General Inquiries

USA/Canada: 1-888-REDHAT1 or 1-866-273-3428 X44555

Europe, Middle East and Africa (EMEA): 00800 7334 2835

Turkey - 00800 448 820 640

Israel - 1809 449 548

UAE - 80004449549

E-Mail: [europa@redhat.com](mailto:europa@redhat.com)

