



Pentaho BI Suite Enterprise Edition

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Pentaho BI Suite Enterprise Edition

The Pentaho BI Suite Enterprise Edition extends Pentaho's best-in-class open source business intelligence (BI) capabilities with additional software and services designed to help you and your organization:

- **Achieve BI success**
- **Save time, resources, and money**
- **Mitigate risk**

Achieve BI success

What makes the difference between success and failure in business intelligence or data warehousing projects? There is ample evidence from IT professionals, consultants, and industry analysts that success or failure with business intelligence is often driven far more by "people and process" issues rather than technology. Poor planning, lack of commitment, inadequate resources or skill sets, and inability to deliver initial results quickly can doom a BI project regardless of the selected software products and technology. While open source software is rapidly transforming the IT landscape and has provided new levels of flexibility and freedom for customers, open source software alone does not address the traditional pitfalls of BI projects. Pentaho BI Suite Enterprise Edition provides the product capabilities and services to help you deliver a successful BI project for your organization quickly and cost-effectively, including consultative support and product expertise, software maintenance, management and monitoring tools, and more.

Save Time, Resources, and Money

Even large organizations have fewer IT resources than they would like, and they strive to get the most out of their investments in time, people, and technology. There are numerous public examples of Pentaho customers who have realized the reduced Total Cost of Ownership (TCO) advantages of commercial open source BI from Pentaho, recognizing that investing in a relationship with Pentaho saves time, resources, and money not just in the long-term, but in the *short term* as they initiate BI projects. "Going it alone" with free BI software not only increases your risk of failure, it turns out to be more expensive. Pentaho BI Suite Enterprise Edition delivers critical benefits like stabilized software, enhanced deployment capabilities, direct access to product expertise, and committed response times to help you save time, resources, and money.

Mitigate Risk

Business intelligence risk comes in many shapes and forms. Risk of project failure, risk of late delivery, risk of going over budget, and legal risk as well. Beyond providing the software enhancements and services to reduce project risk, Pentaho provides a lower-cost model for enterprise-class business intelligence software that reduces budget risk by eliminating large, upfront software license fees. Pentaho BI Suite Enterprise Edition also includes legal protection to minimize your company's risk and exposure to potential legal issues related to intellectual property in open source software.

Pentaho BI Suite Enterprise Edition Features

Pentaho BI Suite Enterprise Edition allows you to deploy the world's most popular open source BI suite with confidence, security, and far lower total cost of ownership than proprietary alternatives. Pentaho BI Suite Enterprise Edition provides additional capabilities including a comprehensive professional technical support program, software maintenance, enhanced software functionality, certified software, product expertise, and the best software assurance program in the industry.



Software and Services	Community Edition	Enterprise Edition
Reporting	Open Source	Certified
Analysis	Open Source	Certified
Dashboards	Open Source	Certified
Data Integration / ETL	Open Source	Certified
Business Intelligence Platform	Open Source	Certified
Data Mining	Open Source	Certified (Add-On)
Community Forums Interaction	✓	✓
Community Web Documentation (wiki)	✓	✓
Professional Support		
• Telephone support (toll-free)		✓
• E-mail support		✓
• Service Level Agreement		✓
• Unlimited support cases		✓
Software Maintenance		
• Software maintenance	By in-house staff	✓ By Pentaho Engineers
• Patch releases		✓

• Fixes included in future releases		✓
Enhanced Functionality		
• Pentaho Enterprise Console		✓
• Single Sign-On		✓
• Streamlined security configuration		✓
• Application diagnostics		✓
• Repository utilities		✓
• Lifecycle management		✓
• Audit reports		✓
• Automated content expiration		✓
• Clustering		✓
• Performance monitoring		✓
• ETL management and monitoring		✓
Certified Software		
• Stabilized software		✓
• Managed release cycle		✓
• Optimized builds		✓
Product Expertise		
• Professional documentation		✓
• Knowledge base		✓
• Consultative support		✓
• Remote assistance packages		✓
• Installation/configuration packages		✓
• Design and integration packages		✓
• Troubleshooting and optimization packages		✓
• Enterprise Edition online forum		✓
• Web based training		✓
Software Assurance		
• Intellectual Property Indemnification		✓
• Warranty for services		✓

Professional Support

Pentaho BI Suite Enterprise Edition includes professional technical support via phone, a self-service portal, or e-mail. It is designed to support the entire life cycle of your BI Solution – from initial development through production deployment, and ongoing enhancement. Users of the Pentaho technical support program are able to accelerate deployment of their BI solution because they are backed by the experts to help them quickly overcome learning curves with the software, enabling them to get high quality BI into the hands of their business users faster. Because we know we must continually earn your business, we are committed to delivering world-class support to Enterprise Edition customers.

Pentaho’s support model improves upon the traditional software support model by providing superior service and value for customers. Pentaho provides a “blended” support model, where Pentaho Engineering acts as a seamless extension of Pentaho Customer Support. Pentaho Engineering resources are allocated to customer

support, either working closely with support engineers, or working directly with customers. Historically, traditional proprietary software companies have had significant separation between Engineering and Support; only in the most extreme escalations is engineering pulled from feature development to assist with customer issues. Pentaho's standard process and model seamlessly incorporates expertise from the engineers who created the Pentaho BI Suite.

Plan / Feature	Enterprise Edition Platinum	Enterprise Edition Gold
Number of Incidents / Hours per Year	Unlimited	Unlimited
Case-Tracking	Yes	Yes
Communication Method	E-Mail, Phone and Support Portal	E-Mail, Phone and Support Portal
Remote Troubleshooting	Yes	Yes
Toll-Free Support Escalation Hotline	Yes	Yes
24 X 7 X 365 Support	Optional for additional fees	Optional for additional fees
Severity 1 Response Time (Production Systems Only)	1 Business Hour	4 Business Hours
Severity 2 Response Time (All Systems)	2 Business Hours	1 Business Day
Severity 3 Response Time (All Systems)	4 Business Hours	2 Business Days
Severity 4 Response Time (All Systems)	4 Business Hours	2 Business Days
Remote Assistance Packages	3	0
Consultative Support Hours	24	18
Web Based Training Classes	3	0
Named Contact(s)	2	1

** All Response Times are based on Customer's Local Time, Monday through Friday, 9:00 am to 5:00 pm, excluding Pentaho holidays*

Both Gold and Platinum subscriptions include:

- Unlimited support incidents
- Guaranteed minimum response time
- Telephone or e-mail support options

Software Maintenance

If your organization is like most, you don't want to have to hire your own in-house software engineering department to fix source code of third-party applications. The Pentaho BI Suite Enterprise Edition includes software maintenance to ensure that your organization receives critical software fixes in a timely fashion. When you encounter a problem, Pentaho Customer Support will work closely with you to determine the root cause of your case. If the problem is determined to be a software defect, they will report it to Pentaho Engineering for resolution. Enterprise Edition customers receive compiled patch releases that include these fixes weeks or months before those fixes become available in future Community Edition releases.

Enhanced Functionality

Pentaho BI Suite Enterprise Edition also includes additional software features designed to reduce total cost of ownership (TCO). These capabilities reduce costs by simplifying deployment, improving reliability and usability, and enhancing performance and scalability.

Simplify Deployment

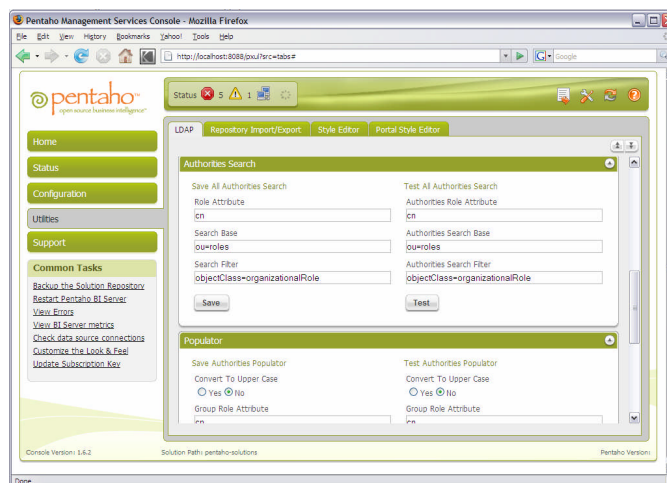
By its nature, deploying a business intelligence solution takes time and costs money. To generate "quick wins," it is also important to deliver first-phase deployments in rapid fashion when possible, start delivering results from the initial deployment, and maintain momentum and user buy-in for future project phases.

Single Sign-On Support

Through integration with the Central Authentication Service (CAS), Pentaho is able to support single sign-on integration with third party applications and directories including Lightweight Directory Access Protocol (LDAP), Microsoft Active Directory, and custom security solutions.

Streamlined Security Configuration

Organizations large and small frequently want to integrate business intelligence security with their existing directories and security systems. The Pentaho Enterprise Console provides a central location from which to manage security settings and integration with existing security directories.

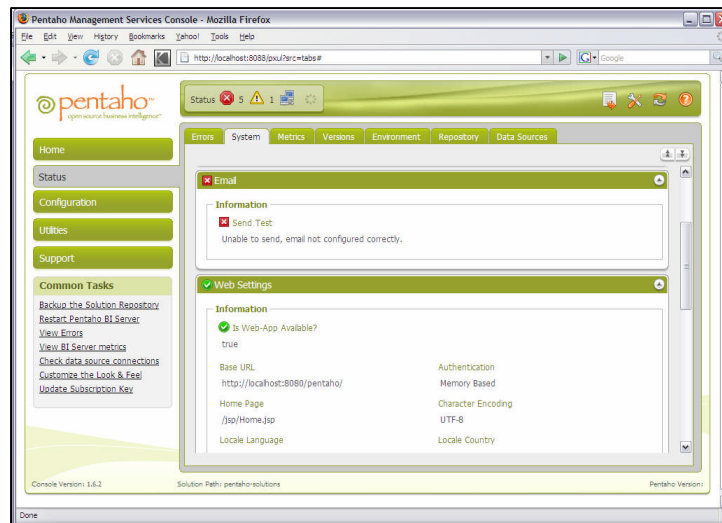


The Pentaho Enterprise Console centralizes and streamlines security integration.

Improving Reliability and Supportability

Application Diagnostics

To minimize costly downtime of BI applications, the Pentaho Enterprise Console includes application diagnostics capabilities that provide visibility into overall application status and health. This feature provides you with tools to validate configuration of the system including repository access, system settings, Web application settings, and email.



Application diagnostics in the Pentaho Enterprise Console provide visibility into system health to minimize BI application downtime.

Repository Utilities

The Pentaho Enterprise Console provides a set of utilities to simplify backup, migration, and restoration of important repository information. The configurable import/export capabilities allow administrators to identify sources and destinations, and specify what repository items are included in the export.

Lifecycle Management

Typically, system administrators are hesitant to make changes in a production BI system for fear of a system outage or other errors. Lifecycle management in Pentaho BI Suite Enterprise Edition allows administrators to make changes in a test or development system, validate those changes, and then deploy those changes out to the production BI system. It includes versioning of the system repository, so that prior configurations can be restored in the event of an error, or audited for compliance purposes.

Audit Reports

Audit reports help administrators understand and optimize their business intelligence applications. Audit reports provide immediate insight into user activity, system performance, most popular reports, and more. These audit reports can be useful in tracking compliance and ensuring that resources are used according to company policy. Beyond that, understanding system performance and most popular reports allows administrators to progressively tune their deployment, and ensure that business users have the information that they most critically need.

Automated Content Expiration

Content expiration helps assure conformance to company policy by automatically deleting content that is older than a specified date.

Performance and Scalability

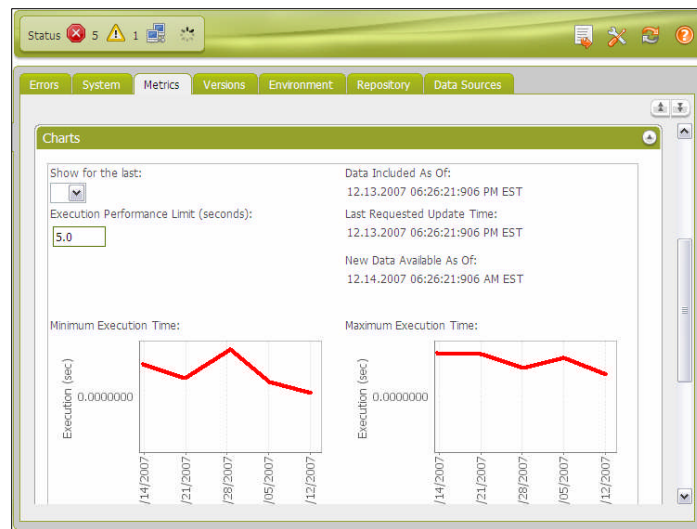
Pentaho BI Suite Enterprise Edition is also designed to serve the needs of larger BI deployments where required, scaling to support thousands of users while providing consistent performance.

Clustering

Report bursting, where large numbers of reports are distributed to large numbers of users, can be one of the most resource-intensive activities in a BI deployment. Pentaho BI Suite Enterprise Edition supports clustering allowing this type of application to be distributed across multiple physical servers. This ensures maximum performance and scalability, and also increases system reliability in the event of a machine failure.

Performance Monitoring

The Pentaho Enterprise Console also provides a performance monitor to allow administrators to monitor critical application information including the number of users logged on, active users, activity volume, response times, and more. This allows administrators to understand system activity and make adjustments when necessary to provide consistent performance for application users.



Performance metrics allow administrators to monitor critical application usage and performance information.

Certified Software

If your organization is not a professional enterprise software company, or otherwise does not have the time, resources, or skill set to manage, integrate, compile, and build millions of lines of open source code and hundreds of fixes on a monthly basis, you'll want the stability and cost savings delivered in certified versions of Pentaho software.

The Pentaho BI Suite Enterprise Edition provides access to certified versions of Pentaho's modules. These certified versions are optimized, stabilized and production-deployable, undergoing additional acceptance testing and validation as part of Pentaho's release process. This process has been designed to ensure that Enterprise Edition customers receive the most stable, supportable, versions of Pentaho modules, including cumulative bug fixes. The certified versions are also optimized at compile-time and can provide up to a twenty percent improvement in performance, depending on the configuration and module.

Product Expertise

Through its experience developing and supporting thousands of deployments of Pentaho's business intelligence software, the experts at Pentaho have gathered a wealth of knowledge spanning troubleshooting and configuration to best practices and migration considerations. As a Pentaho BI Suite Enterprise Edition customer, this deep and valuable knowledge is made available to you in a number of ways, through dynamic and static content, as well as direct access to Pentaho experts to assist with specific tasks in your deployment.

Consultative Support

Every customer environment is unique, frequently incorporating a wide range of different platforms, data sources, and user requirements as well as unique content and system customization. Pentaho BI Suite Enterprise Edition includes Consultative Support time, to give you one-on-one access to a Pentaho expert when working through situations that may be very unique to your configuration. This is built into Pentaho's support processes. Rather than working through a series of related issues via back-and-forth, incident-by-incident calls, consultative support from Pentaho approaches these challenges holistically, saving you time and money through a focused conversation with a Pentaho expert to most efficiently apply our expertise and your time to resolve the overall issue.

Remote Assistance Packages

Pentaho offers a wide range of pre-defined remote assistance packages for common subjects like advanced configuration, tuning a report or data integration job, defining an Online Analytical Processing (OLAP) schema, and more. These fixed-time, fixed-objective packages can save your organization valuable time and enhance the results of your Pentaho deployment by avoiding many support calls, and not having to rely exclusively on documentation or online resources to take you step-by-step through a given procedure. See the grid on page 3 for information on available remote assistance packages by Edition.

Web-based Training

Pentaho Corporation has developed a comprehensive library of live and recorded web-based training sessions. This allows your organization to receive classroom-quality instruction, directly from Pentaho staff, in the convenience and comfort of your own office environment. [Click here](#) for training information from www.pentaho.com, and see the grid on page 3 of this document for information on web-based training availability by Edition.

Professional Documentation

Professional documentation is provided to make it fast and easy for you to get value from your Pentaho deployment. Pentaho's documentation is updated regularly, integrates with the Pentaho Knowledge base, and covers a wide range of topics from the introductory to the advanced.

Pentaho Knowledge Base

The Pentaho Knowledge Base provides an online resource for self service troubleshooting and technical research. The Pentaho Knowledgebase is an organized, searchable collection of articles, professionally written by the experts at Pentaho.

Enterprise Edition Online Forum

Pentaho BI Suite Enterprise Edition customers also have access to a private forum exclusively for customers and partners using the Enterprise Edition. This forum augments the other Enterprise Edition support resources by offering a place to share experiences, ideas, and feedback with other Enterprise Edition users.

Software Assurance

Intellectual Property (IP) Indemnification

Some organizations are concerned about potential liabilities that can arise from using open source technologies. The Pentaho BI Suite Enterprise Edition also includes IP indemnification, mitigating liability risk in the unlikely event of a covered intellectual property infringement claim. This provides peace of mind to deploy, customize, and integrate open source-based technology for strategic, sensitive, and mission-critical applications. IP indemnification from Pentaho provides technology **repair**, technology **replacement**, or legal **defense**.

Warranty

Software assurance from Pentaho also includes a warranty for services provided. All services provided under a given customer agreement will be performed in a professional manner, according to the terms and conditions defined in your services agreement with Pentaho.