



**MuleSource**  
the open source choice for integration and SOA

## Subscription Executive Summary

### Overview

MuleSource Subscriptions significantly reduce the time and expense of maintaining a Mule environment. Your staff need not carry the burden of supporting an open source installation and can focus on more mission critical initiatives. Support customers greatly reduce the time spent on problem resolution, which creates immediate cost savings for Mule deployments of any size

MuleSource is here to ensure your success, mitigate risk and help you to deploy Mule in mission critical applications with the comfort of having 24x7 coverage and guaranteed response times. Our customers see a significant improvement in time to production and the stability of their deployments, allowing them to scale faster and develop new applications in a timely manner

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## Subscription Highlights

MuleSource provides a comprehensive set of enterprise-class software, support and services directly from the developers of the Mule project. Our support plans encompass bug fixes, issue resolution and developer assistance, including configuration and optimization. MuleSource support provides you with everything you need in a single, unified offering to successfully develop and deploy business critical applications using Mule.

### MuleSource Enterprise License

- Grants users the ability to modify Mule in both object and source code format
- Software Assurance Program protects against IP and patent claims

### Tools for Management and Monitoring

- MuleSource provides subscribers with tools for both operations and business staff to monitor and manage their infrastructure
- MuleSource HQ is a robust monitoring and management system designed to provide insight into Mule instances and related applications for both developers and operations staff.
- Saturn is a Mule Visualizer and Business Activity Monitoring platform that gives business users insight into process and SLAs

### Support and Developer Assistance

- Support services reduce costs by eliminating the need for professional services
- Access to MuleSource's highly acclaimed Support and Maintenance team
- Well-trained staff provides break/fix support, including bug fixes, patches and enhancements
- Mule Developer Assistance gives you true a developer-to-developer network, allowing you to put your developers in direct contact with the Mule team, giving you first-hand access to unparalleled levels of knowledge and experience.



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# Subscription Components

## Software

- Mule Enterprise Edition
- Mule Enterprise License
- Mule HQ Monitoring and Management Tool
- Warranty
- Software Assurance
- Indemnification (at Platinum Level)

## Support

- Maintenance
- Updates
- Documentation
- Forums
- Newsletter

## Services

- Product Management
- Online Case Management
- Best Practices
- Upgrade Support

## Problem Resolution (based on Subscription Tiers)

- Verified Number of Incidents
- Verified Number of Contacts
- Developer Assistance
- Max Initial Response Time

# Contact

For more information, please contact us at [info@mulesource.com](mailto:info@mulesource.com); or +1-877-MULE-OSS

Visit us online at <http://www.mulesource.com>

