TICGAL

GOLD PARTNER
GLPI NETWORK
TICGAL - 31/12/2023

GLPI Support Services

HOW DOES GLPI NETWORK SUPPORT WORK?

TIER 3 — TECLIB'/ GLPI NETWORK

GLPI

TIER 2 — TICGAL

TIER 1 — TICGAL
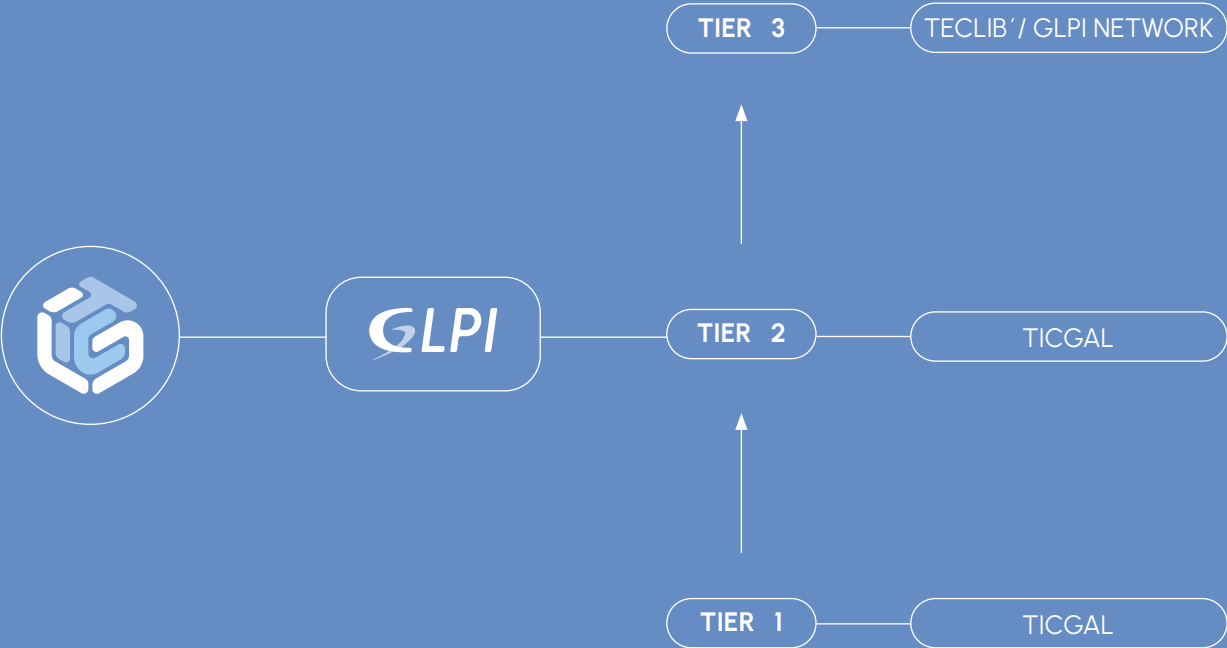
- The contact would start with **Tiers 1 and 2**, provided by the partner (**TICGAL**). If necessary (bug), would be escalated to **Tier 3**, being **Teclib'**, the GLPI editor responsible for its resolution depending on the Subscription SLA.

- The support provided by TICGAL is not included in GLPI Network, nor GLPI Network Cloud.

WHY SHOULD I CHOOSE TICGAL AS THE PREFERRED PARTNER?

FLEXIBILITY

Supported instances

- Your On-Premises instance
- Your Cloud of Choice Instance
- TICGAL hosted GLPI (with additional support)
- TICGAL GLPI SaaS
- GLPI Network Cloud by Teclib´

Support plans

- Support Pack (10, 20 or 30 h.)
- Yearly Support
- TICGAL GLPI SaaS support is included
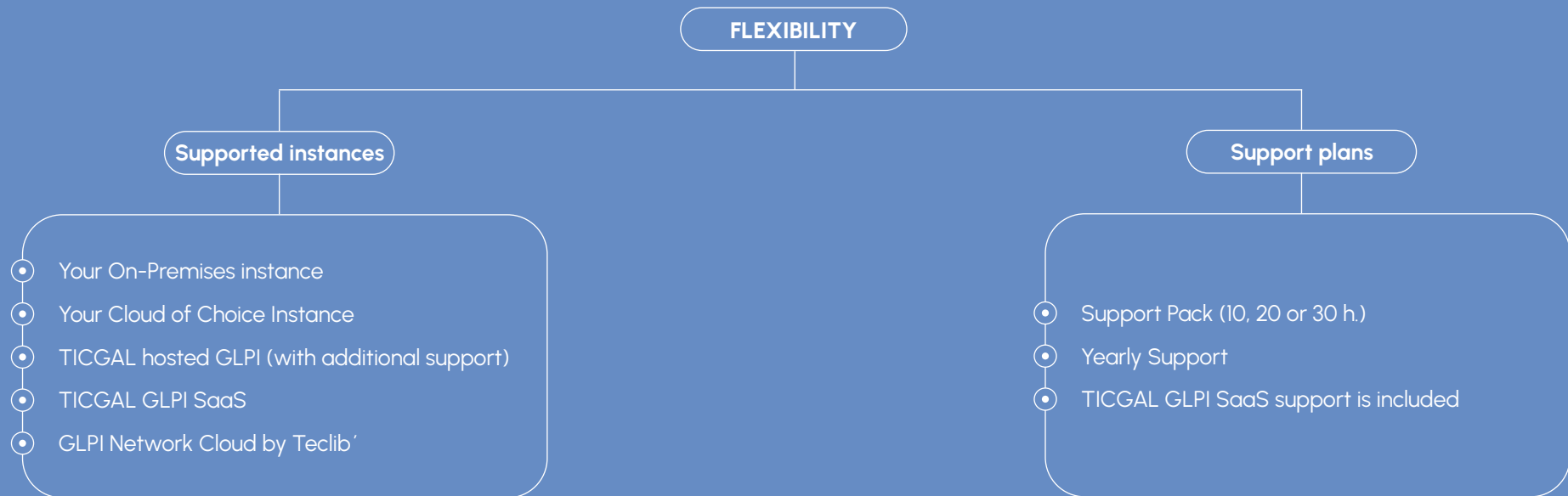
WHICH INSTANCE IS BEST FOR MY ORGANISATION?

	ON PREMISES	YOUR CLOUD (AZURE, AWS, ETC.)	GLPI NETWORK CLOUD	TICGAL SAAS
Sick to official pluggins	✓	✓	✓	✓
Forget about backups	x	x	✓	✓
AD integration	✓	-	x	-
AADDS integration	✓	✓	✓	✓
Oauth SSO (Ms365 - Google Workspace)	-	✓	✓	✓
Per-user offer	-	-	✓	✓
RO DB access	✓	✓	-	✓
Custom development	✓	✓	x	✓
Additional integrations	✓	✓	x	✓

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