



GLPINETWORK

**PROFESSIONAL SUPPORT
FOR ON-PREMISE**

DEVELOPED BY



What is GLPI Network?

GLPI Network is a support level 3 (unlimited bug fixes), exclusive plugins and editor's guarantee for professional use, provided for the open-source software GLPI.



Remote technical assistance from Teclib' team



Support Level 3 for featured plugins



Editor's guarantee



12 Exclusive plugins by Teclib'

BASIC

1 production & 1 testing instance
Up to 500 assets or up to 10 users with standard interface

STANDARD

2 production & 2 testing instance
Up to 5000 assets or up to 50 users with standard interface

ADVANCED

4 production & 4 testing instance
From 5000 assets or from 50 users with standard interface



Subscriptions 2022

Plugins and services GLPI Network are available under **annual** subscription. The subscription choice should be according to the context (Limitations) and needs (Plugins & Services) of each end customer.



PUBLIC PLUGINS SUPPORTED (1*)

	Basic 1.200 € / year	Standard 3.600€ / year	Advanced 12.000€ / year
Dynamic Inventory (FusionInventory)	●	●	●
Injection of CSV files (DataInjection)	●	●	●
Ticket escalation & HelpDesk enhancement (Escalade)	●	●	●
Track credit vouchers consumption with Ticket form (Credit)	●	●	●
PDF printing (PDF)	●	●	●
IT Orders management (Order)	●	●	●
Creation of new forms (Formcreator)	●	●	●
Uninstallation of hardware (Uninstall)	●	●	●
Displaying messages to users (News)	●	●	●
Creation and attachment of tags (Tags)	●	●	●
Interconnection with the Metabase reporting tool (Metabase plugin)	●	●	●
Creating your own inventory assets (Generic Object)		●	●
Creating your own custom fields (Fields)		●	●
Microsoft SCCM (SCCM plugin) import connector			●

ADDITIONAL SUPPORTED PLUGINS

SSO oAuth2 connections to external identity providers : Google, Facebook, Github, Amazon, Azure Active Directory, Microsoft, Gitlab (plugin Oauthsso)	●	●	●
Handling notifications through collaborative tools : Mattermost, Microsoft Teams, Rocket.Chat, Slack, Telegram (plugin collaborativetools)	●	●	●
Customization of the GLPI logo and colors (plugin branding)	●	●	●
Automatic import of holidays and non-working days as calendar closed periods (plugin holiday , currently supports Yasumi library)	●	●	●
Split of the ticket's categories list into several lists (plugin splitcat)	●	●	●
Configure GLPI Agent for Android via QR code deeplink (plugin agentconfig)	●	●	●

(1*) Some plugins may require a subscription / license from the publisher of the third-party software.

(2)** Contact our Sales Department to personalise SLA.

(3*)** Ticket voucher for remote technical assistance from a Teclib' expert. Each opened ticket is counted, a ticket can't exceed one (1) hour of service (if this service time is exceeded, the second ticket is consumed), tickets not consumed will not be carried over to the following year.

Data anonymization in GLPI (anonymization plugin)	●	●	●
Validation request directly from mail (plugin ApprovalByMail)		●	●
Rename GLPI strings (localeoverride plugin)	●	●	●
SQL queries for GLPI or external databases (AdvancedDashboard plugin)		●	●
Tools to help you comply with GDPR regulation (GDPR tools plugin)	●	●	●
Several tools related to LDAP directories declared in GLPI (LDAP tools plugin)	●	●	●

ADDITIONAL SERVICES

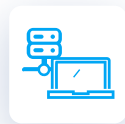
Additional reports and dashboard for Metabase public plugin	●	●	●
Deploy GLPI on Amazon Web Services (Shared EC2 Instance Image)	●	●	●
Manual update of TECLIB dictionaries (Softwares, OS, Manufacturers)	●	●	●
Deploy GLPI on VmWare or VirtualBox (plug-and-play VirtualAppliance based on Linux Debian OS)	●	●	●
Ticket voucher for remote technical assistance from TECLIB' (3***))	2 tickets/year	8 tickets/year	20 tickets/year
Tickets for support level 3 (bugfixes)	Unlimited number of tickets SLA (2**) : Logging 4 hours; Bug resolution 12 days.		

Terms of Services (Limitations)

If one of these two criteria exceeds the recommended threshold, the higher subscription must be ordered. It's then the insurance of a correctly dimensioned GLPI and supported by our editor guarantee .

If the subscription level is not respected, our editor guarantee included in the subscriptions GLPI Network doesn't apply anymore.

The subscription level is established according to two criteria:



The total number of assets managed by GLPI. We take into account the following materials: Computers, Laptops, Thin clients, Nano computers, Physical, virtual, hypervisor, appliance servers.



The number of users having at least one "Standard Interface" profile Sometimes called "technician" or "helpdesk agent"

Supported GLPI Versions

Current major version (N)
Previous major version (N-1)
The customer must keep an (N) or (N-1) version during subscription

Support Opening Hours

Monday to Friday 9.00h to 17.00h
(Europe / Paris timezone)
Excluding weekends & French public holidays

Language of Support

French / English