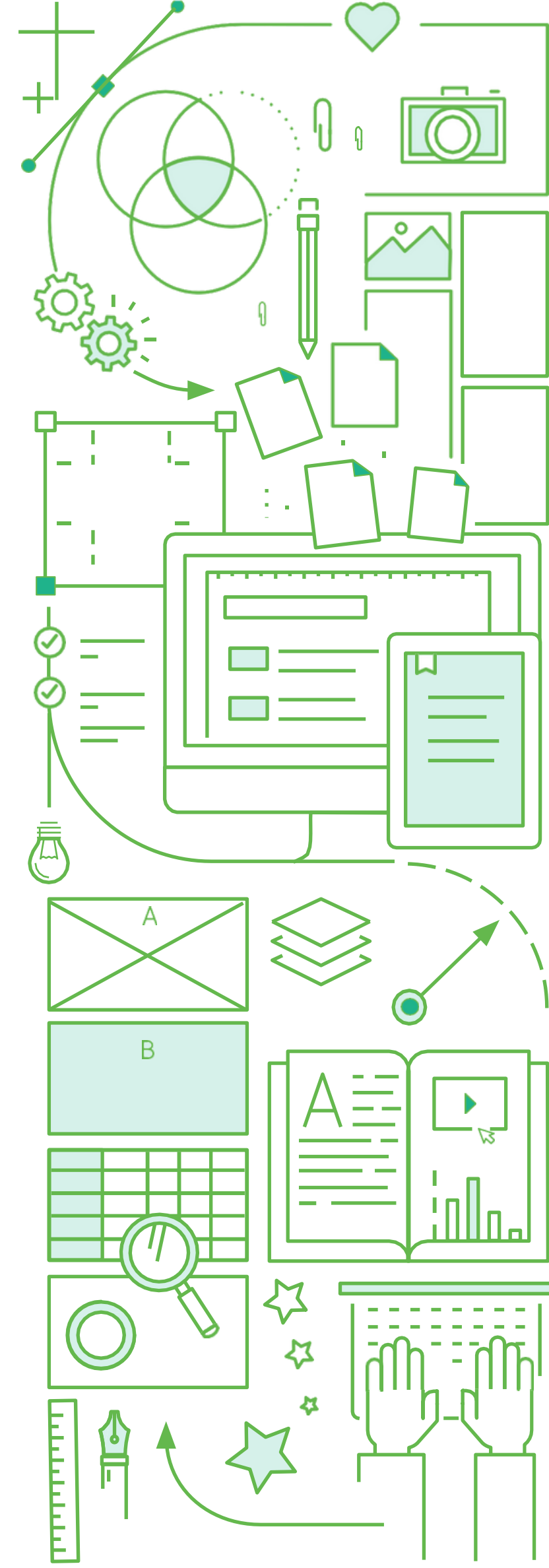
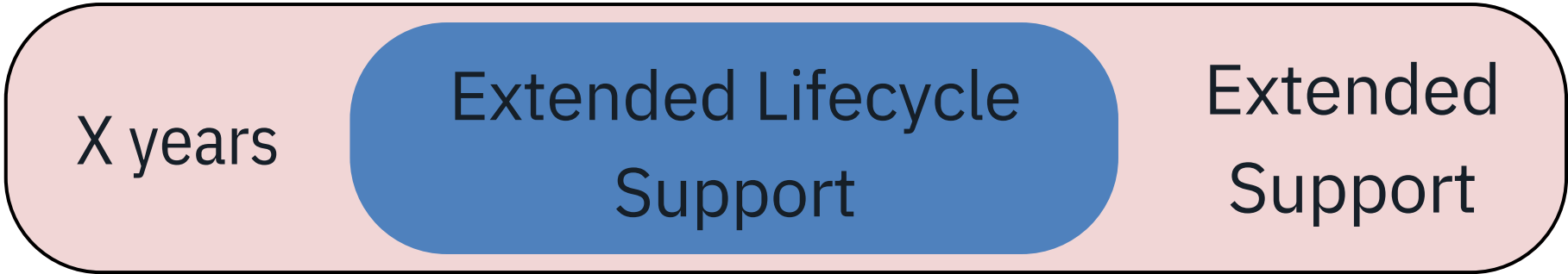
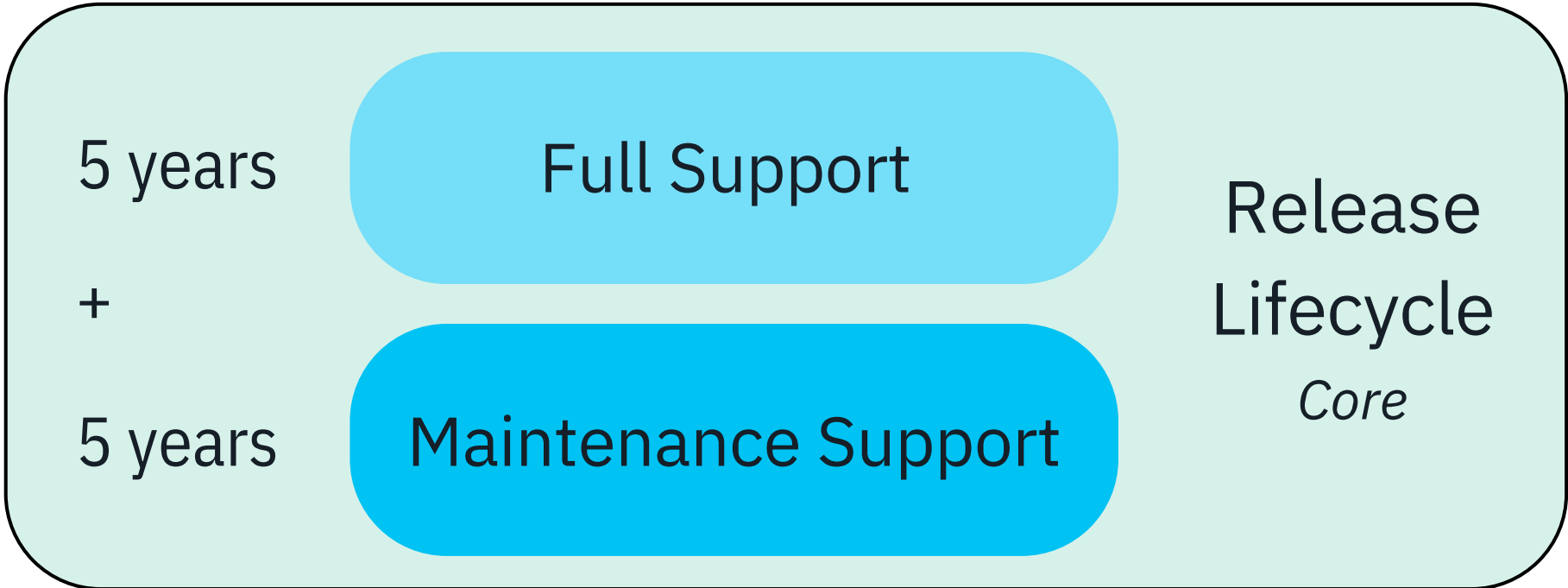


Datasheet

MVShield CentOS & Rocky Linux Support Program



MontaVista MVShield for CentOS and Rocky Linux

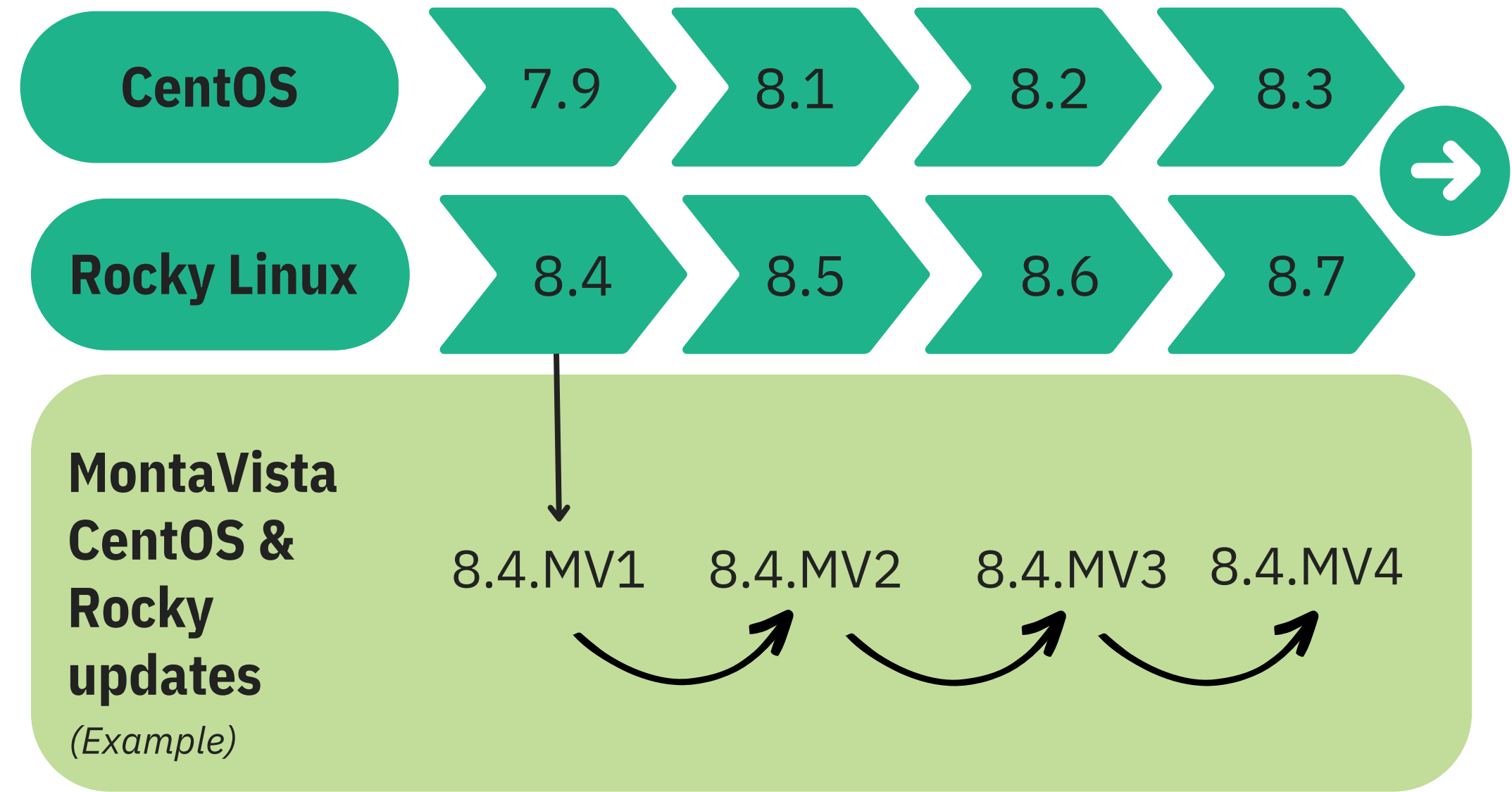


CentOS release versions	Rocky Linux release versions
7.9	8.4 9.0
8.0	8.5 9.1
8.1	8.6 9.2
8.2	8.7 ...
...	8.8

Support for EOL CentOS distros is AVAILABLE!

MVShield is a MontaVista's commercial support program based on RHEL-compliant distributions - CentOS and Rocky Linux baselines.

The program provides full CVE maintenance coverage, and run-time defect resolution using MontaVista's expert resources.



MVShield Service package

Deployment Model

- Customer chooses a number of code baselines/ product branches
- Customer selected package list for each supported baseline
- Possible to include major release and minor variants, as well as branches based on a specific “patch level”
- CVE and maintenance patch stream for the chosen branches. If necessary, back-port on the selected baseline
- Support and testing of chosen baselines on customer selected hardware
- Optional support services, allowing customer success staff to request MontaVista support specialist assistance
- Optional SLA level for support. Custom SLA levels available upto Carrier Grade 24/7, 1h response level
- Optional additional services for feature and/or HW enablement or other development

Base Distribution Releases

- Backport
- Maintenance

MontaVista release
repositories

Minor release Y.1

Minor release Y.2

Minor release X.3

Release Y.1, variant 2
(build “head”)

Utilize

Pull/ Mirror

MontaVista Zone
Support Portal

Customer release
repositories

Provide

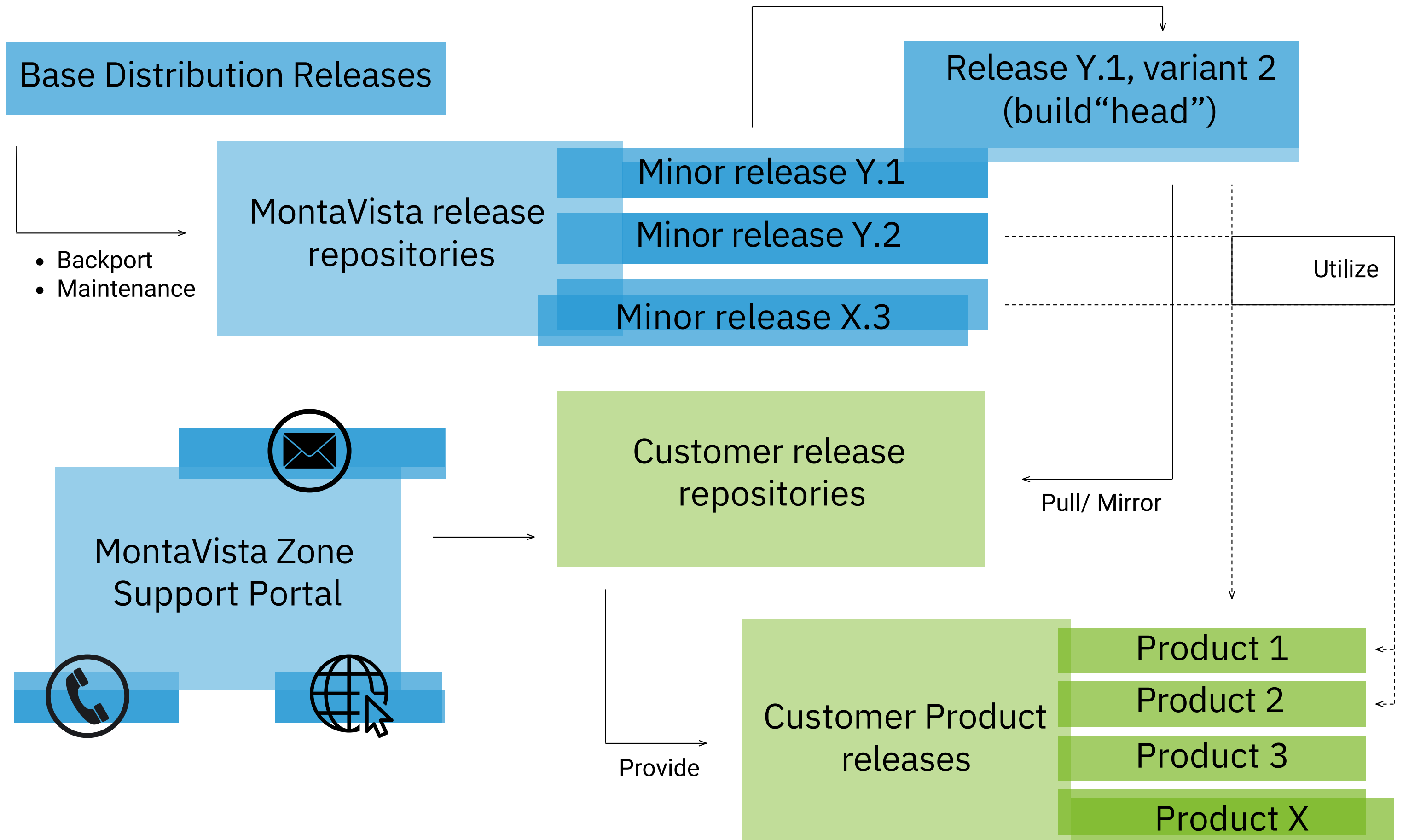
Customer Product
releases

Product 1


Product 2

Product 3

Product X



RedHat vs CentOS/Rocky (community) vs MontaVista

	RedHat	CentOS/ Rocky	MontaVista 
Licensing	\$\$\$	\$0	\$0
Support	Yes	Limited	Yes
CVEs/Bug Fixes	Per Release	Per Release*	Customer Dev Branch
Customization	No	No	Yes
Embedded Focus	No	No	Yes

* Current CentOS update follows months after current RH update

By using MontaVista Linux to support your frozen RedHat/ CentOS/ Rocky Linux distro, you can save about **50%** of annual costs!



MVShield support program models

Branch Maintenance

- CVEs and bug fixes – community, MV, company requested
- 600-700 package support
- Per customer chosen production branch
- Standard Support
- Quarterly QAed update cadence

Custom Package

- 50 additional userland package maintenance
- Up rev of package (at MV discretion and customer request)
- Customer chosen hardware board

Service Level Agreement

- Defined severity and resolution times
- Standard SLA M-F, 8am – 5pm PDT work hours
- Dedicated contact, experts pulled in as needed
- Ticket handling framework
- Asynchronous patches for critical issues

Example: Premium Service Level Agreement (SLA)

1

SEVERITY 1

Initial response: 1 business hour

Ongoing response: 4 business hours

Level of Effort: Continuous effort against issue during 24x7 until interim fix

Resolution/Work-around Target: Work-around in 2 business days, Final in 5 business days

2

SEVERITY 2

Initial response: 4 business hours

Ongoing response: 8 business hours or as mutually agreed

Level of Effort: Continuous effort against issue during business hours until interim fix

Resolution/Work-around Target: Work-around in 5 business days, Final in 10 business days

3

SEVERITY 3

Initial response: 4 business hours

Ongoing response: 1 business week

Level of Effort: Continuous effort against issue during business hours until interim fix

Resolution/Work-around Target: Next software update or as mutually agreed

4

SEVERITY 4

Initial response: 4 business hours

Ongoing response: 1 business week

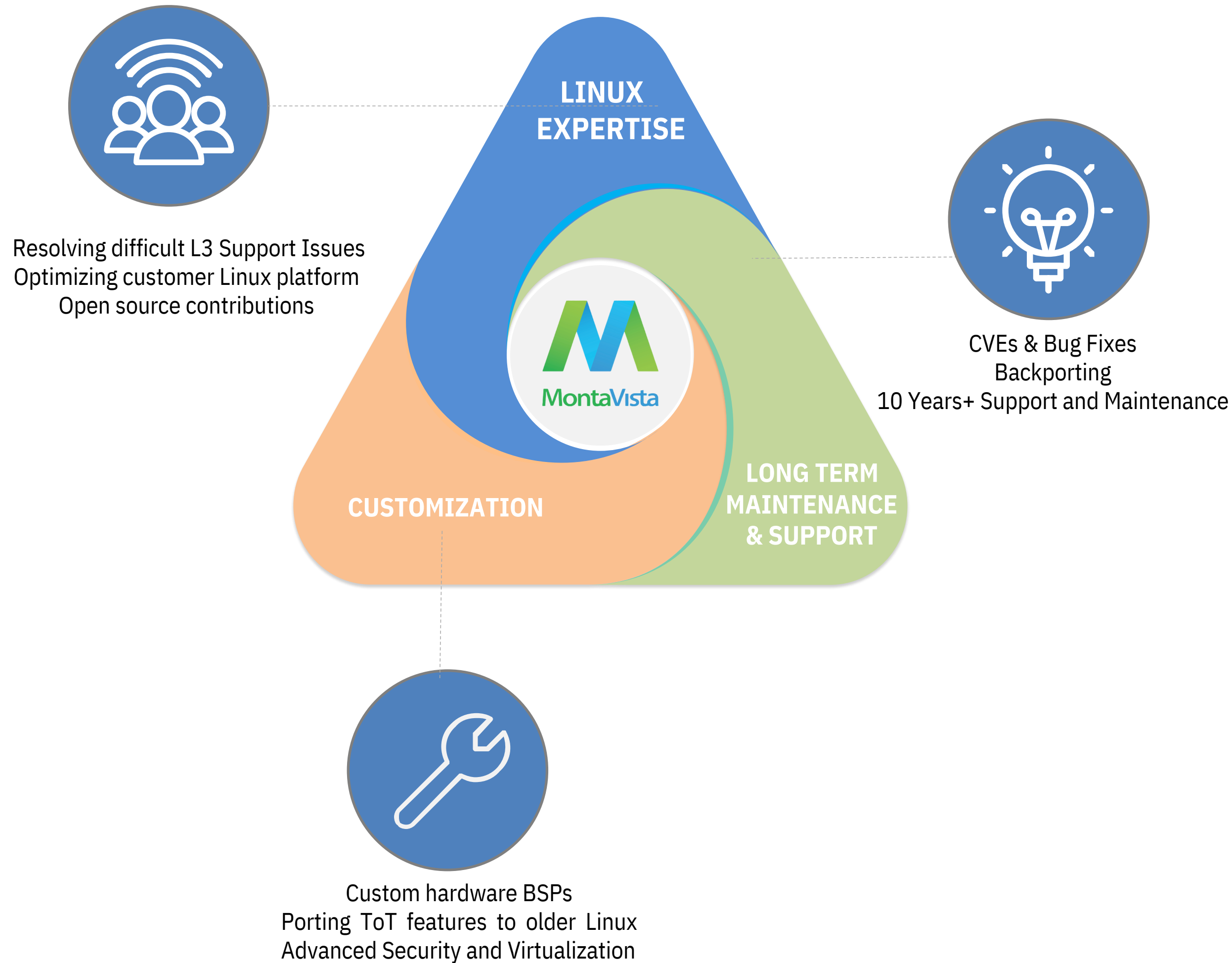
Level of Effort: Continuous effort against issue during business hours until interim fix

Resolution/Work-around Target: Next software release

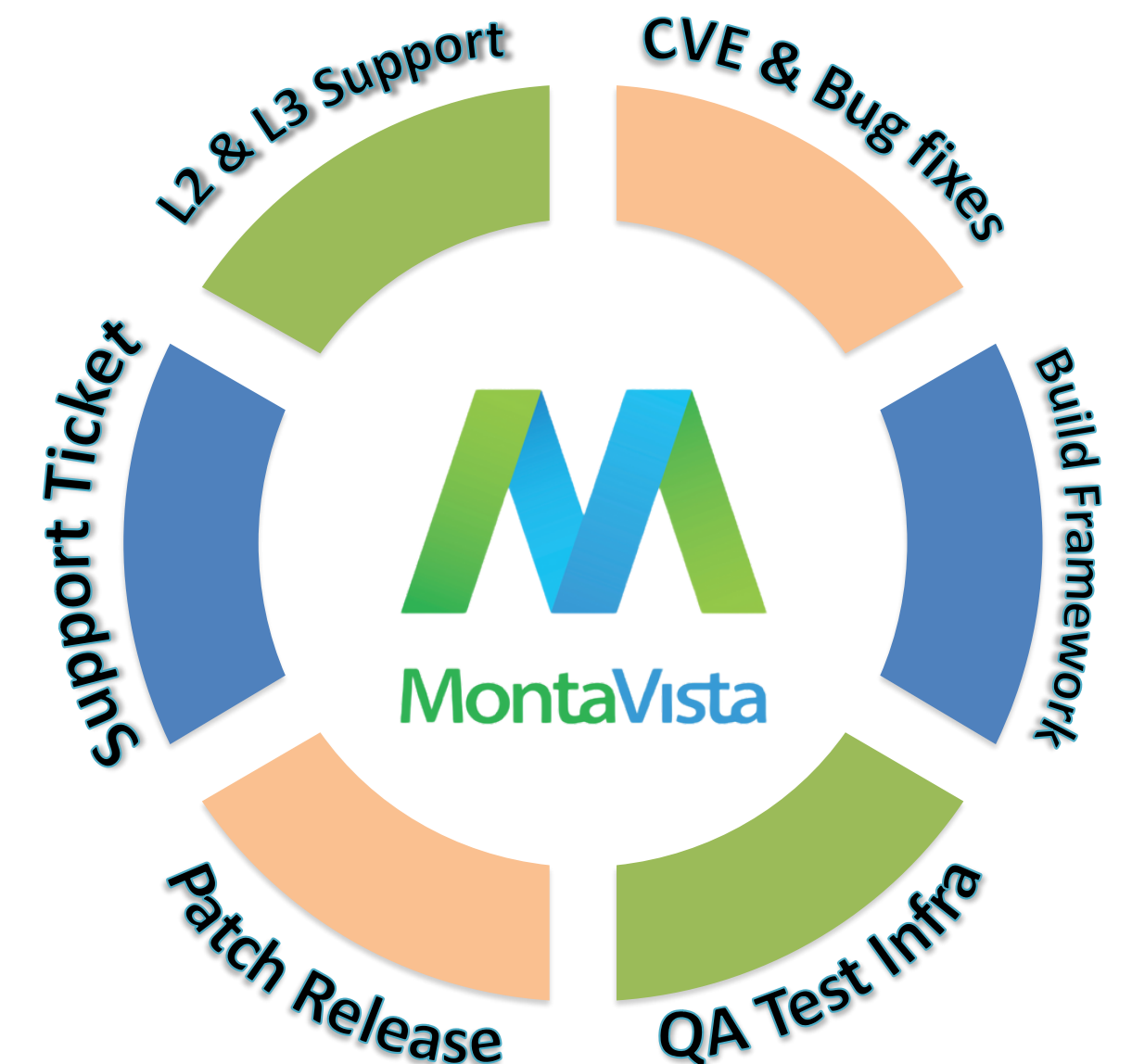


**Custom SLAs can be negotiated*

MontaVista Core Competence



MontaVista's Core Values
Applied to any Embedded Linux



MontaVista's Open-Source Leadership

Leading authority in Embedded Linux

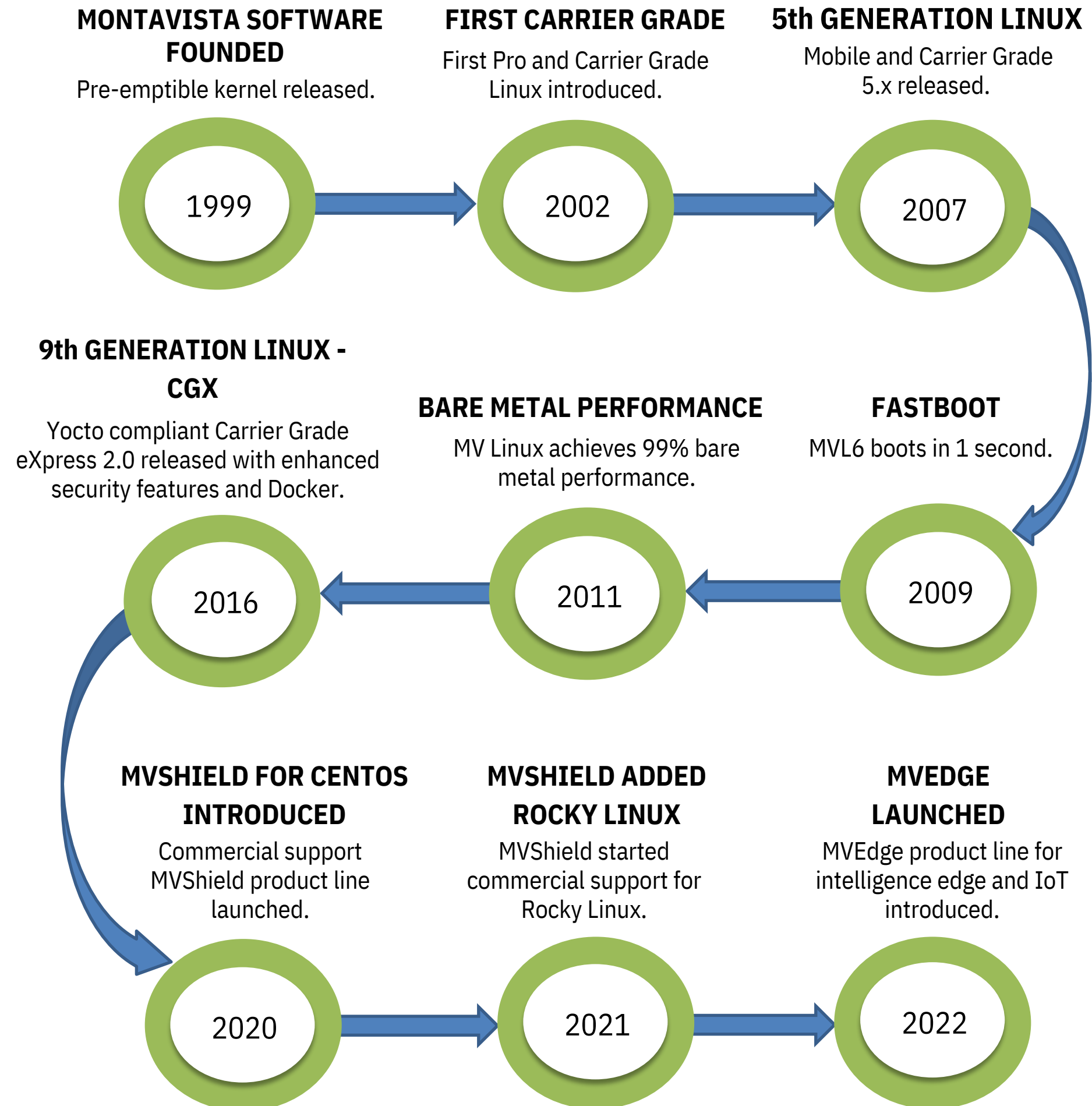
Long Term Support and Maintenance

Extensive competence in custom distribution models

Yocto, OSS, and CGL Technical Leadership

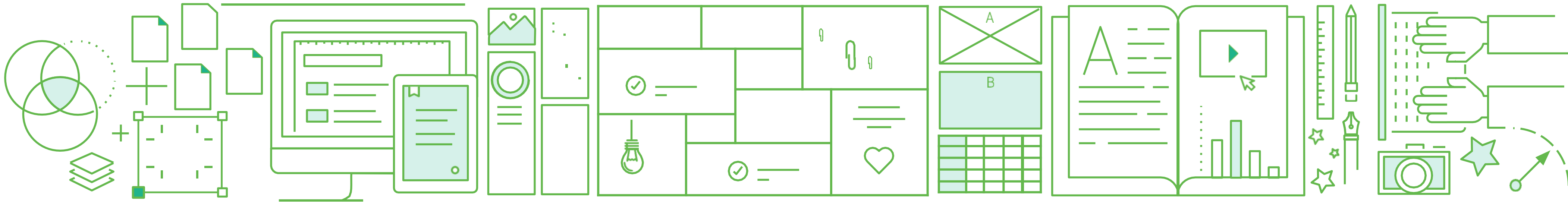
Deep knowledge in virtualization and security

Our Partners



About MontaVista Software

MontaVista Software is a leader in embedded Linux commercialization. For more than 20 years, MontaVista has been helping embedded developers get the most out of open source by adding commercial quality, integration, hardware enablement, expert support, and the resources of the MontaVista development community.



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