

With the complete set of PHP stack open source support, training, and consulting, you can avoid downtime and wasted cycles. If you need data migration, our PHP and open source support teams can help with the transition, and let you focus on features and value.

## ZEND SERVER PLUS — FULL PHP STACK ENTERPRISE SUPPORT

Solve PHP stack open source issues with enterprise-class support

**Have you ever missed critical deadlines because you were blocked on an unfamiliar PHP and open source software (OSS) package?**

**Have you struggled to recover after a critical production crash?**

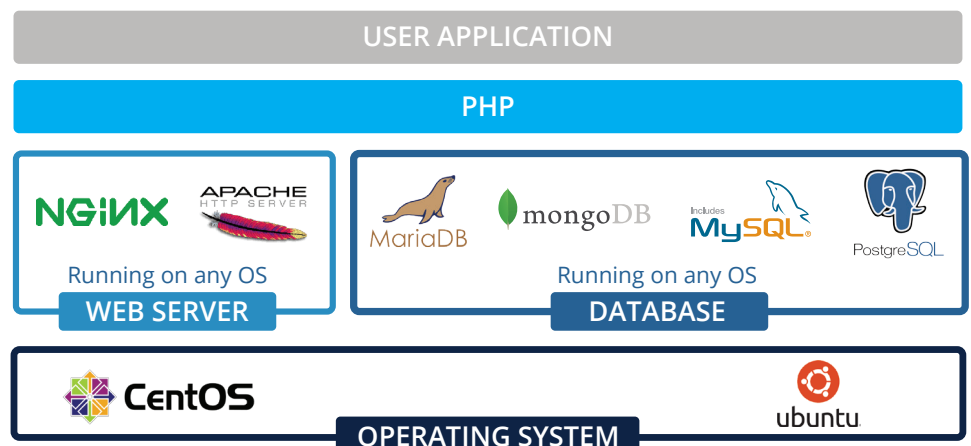
**Can you safely and efficiently migrate your data?**

The Zend Server Plus editions bring full web stack support to your team, providing expert-level guidance, and technical solutions to keep mission-critical systems running. Supporting the entire stack under Zend Server and the application, including web server, database, and OS, our enterprise architects are on standby to fix performance issues, production outages, and security holes with guaranteed SLAs.

Rogue Wave OSS experts support the top open source packages for issues encountered in both development and production environments, ranging from configuration issues to functional failures. Rogue Wave Open Source Support ensures consistent uptime for critical applications that use PHP and open source software. We offer:

- Guaranteed service level agreements (SLAs) with all support contracts
- Fast root-cause identification, across the entire PHP stack, ranging from configuration issues to functional failures
- Direct access to enterprise architects
- Support for the following types of issues: installation, usage, problem diagnosis, configuration, and upgrades
- Enhanced support for CentOS with hotfixes and patches
- Vendor-neutral, unbiased expert advice on PHP and OSS

**We support the market's top packages across the PHP technology stack:**



Interested in support for open source packages that are not part of your PHP stack? See the full [Rogue Wave Open Source Support offering](#).

### Ensure enterprise level support:

Zend Server Plus brings you a one-stop shop of support of your entire PHP application stack, including the OS, web server, database, and PHP applications. With Zend Server Plus, you can ensure the availability and the performance of your PHP stack for long periods, at least five years without the need to upgrade or migrate.



[www.roguewave.com](http://www.roguewave.com)

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Rogue Wave Software is the largest independent provider of cross-platform software development tools, components, and platforms in the world. Through decades of solving the most complex problems across financial services, telecommunications, healthcare, government, academia, and other industries, Rogue Wave tools, components, platforms, and services enable developers to write better code, faster.

### Enhanced support for CentOS

Bring expertise and around-the-clock support to your organization with Rogue Wave enhanced support for CentOS. This service offers guidance, training, and solutions to troubleshoot issues and optimize deployments along with competitive pricing.

Rogue Wave enhanced support for CentOS provides hotfixes and patches directly through a secure repository, allowing immediate updates and action without waiting for the CentOS community to catch up. This lets you maintain a current and tested version of CentOS that includes the fixes necessary to keep your system running.

### Open source consulting and training

Rogue Wave offers consulting packages to provide hands-on guidance to address technical issues that can halt development and cause release deadlines to be missed. We offer expertise in some of the top open source packages available.

All Rogue Wave PHP and Open Source Support experts are enterprise architects and our problem-solving approach is not limited to the PHP/OSS packages under support, rather we solve problems by considering the entire stack (operating system, app server, proxy server, database, middleware, and libraries). The combined quality of our staff and the scope of our expertise make Rogue Wave Open Source Support unique in the industry and a premium offering.

### Zend Server Plus support options

	Zend Server Professional Plus	Zend Server Enterprise Plus
<b>Hours</b>	Business hours	24x7x365
<b>P1 response</b>	6 business hours	2 hours
<b>Problem submission</b>	Phone / Email / Online	Phone / Email / Online
<b>Supported packages</b>	See listed above	See listed above
<b>PHP &amp; long-term support</b>	See <a href="#">full list</a>	See <a href="#">full list</a>
<b>Custom PHP fixes</b>	No	Yes