

COMPARE ALL DETAILS	COMMUNITY Testing purposes	SMALL BUSINESS Max. 25 users	ENTERPRISE Unlimited
SOFTWARE			
Zentyal modules	✓	✓	✓
MAINTENANCE & UPDATES			
Bug fixes, patches and workarounds	✗	✓	✓
Automatic updates	✗	✓	✓
Tested system updates	✗	✓	✓
Content filtering updates	✗	✓	✓
Intrusion detection updates	✗	✓	✓
Antivirus updates	✗	✓	✓
Antispam updates	✗	✗	✓
BACKUP			
Remote backup of configuration	✓	✓	✓
Local disaster recovery	✗	✓	✓
Cloud disaster recovery	✗	Available (\$125/10Gb/year)	✓ (10 Gb included)
REMOTE MANAGEMENT PLATFORM			
Access to Zentyal Alerts	✗	✓	✓
Access to Zentyal Reports	✗	✓	✓
Access to Zentyal Monitoring	✗	✓	✓
Access to Central Management	✗	✓	✓
SCOPE OF TECHNICAL SUPPORT			
Local Area Network	✗	✓	✓
Gateway, VPN & Security	✗	✓	✓
Virtualization on Zentyal	✗	✓	✓
File & Printer Sharing	✗	✓	✓
Ubuntu Server Operative System	✗	✓	✓
Multi-server Synchronization (Master/Slave & Active Directory connector)	✗	✗	✓
Email Server (Outlook support sold as an add-on)	✗	✗	✓ (\$21 user/year for Outlook support)
VoIP Switchboard	✗	✗	✓
Advanced Server Configuration (Scripts, hooks & templates)	✗	✗	✓

SLA OF TECHNICAL SUPPORT			
Unlimited number of issues			
Access to On-line Support Platform			
Phone/chat support on demand			
Maximum response time		Next business day	4 hours
Support hours (CET)		10:00 – 18:00 Monday to Friday	10:00 - 18:00 Monday to Friday
Premium support (improved SLA)			Available on demand