COMPARE ALL DETAILS	COMMUNITY Testing purposes	SMALL BUSINESS Мах. 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	✖	✔ ($12,5/10Gb/mo.)	✔ (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	✖	✔	✔
Email Server (Outlook support sold as an add-on)	✖	✔ ($29,5/mo., up to 25 users)	✔ ($10,5/5 users/mo.)
Multi-server Synchronization (Master/Slave & Active Directory connector)	✖	✖	✔
VoIP Switchboard	✖	✖	✔
Instant Messaging (IM) service	✖	✖	✔
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