














COMPARE ALL DETAILS	COMMUNITY	SMALL BUSINESS	ENTERPRISE
	Testing purposes	Max. 25 users	Unlimited
<b>SOFTWARE</b>			
Zentyal modules	✓	✓	✓
<b>MAINTENANCE &amp; UPDATES</b>			
Bug fixes, patches and workarounds	✗	✓	✓
Automatic updates	✗	✓	✓
Tested system updates	✗	✓	✓
Content filtering updates	✗	✓	✓
Intrusion detection updates	✗	✓	✓
Antivirus updates	✗	✓	✓
Antispam updates	✗	✗	✓
<b>BACKUP</b>			
Remote backup of configuration	✓	✓	✓
Local disaster recovery	✗	✓	✓
Cloud disaster recovery	✗	✓ (8€ / 10Gb / mo.)	✓ (10 Gb included)
<b>REMOTE MANAGEMENT PLATFORM</b>			
Access to Zentyal Alerts	✗	✓	✓
Access to Zentyal Reports	✗	✓	✓
Access to Zentyal Monitoring	✗	✓	✓
Access to Central Management	✗	✓	✓
<b>SCOPE OF TECHNICAL SUPPORT</b>			
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)	✗	✓ (24,5€ / mo., up to 25 users)	✓ (8€ / 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