ubuntu

Ubuntu Advantage for Infrastructure

One subscription to economically scale enterprise open source infrastructure

Canonical, the publisher of Ubuntu, offers a single enterprise subscription, per node, which provides flexible access to software and support for the management and security of open infrastructure.

Ubuntu Advantage for Infrastructure (UA-I) aggregates into one single price plan the support and management of open source components like Kubernetes, OpenStack, KVM, Ceph and Swift into

a single package, lowering the cost and decreasing plan complexity compared to other alternatives in the marketplace. This offering covers a full-range of open source infrastructure capabilities, providing value and efficiency from small to large-scale Linux enterprise operations.

Comprehensive package

More than 30,000 supported packages available in Ubuntu, including a range of base images for public clouds, containers, physical and virtual infrastructure

Security and compliance

Critical patches, key updates and systems management at scale to ensure continued security and compliance for workloads running on Ubuntu

Flexibility and upstream

Up-to-date access to open source with the flexibility to fit your infrastructure, with consumption-based managed services options and no lock-in

Fully managed infrastructure

Fully managed OpenStack and fully managed Kubernetes on bare metal, OpenStack, VMware and public clouds, in addition to fully managed storage infrastructure

Access to all UA-I solutions

- **Ubuntu, Server, KVM, OpenStack, Kubernetes, Ceph Support & Management** - Full coverage and consumptionbased managed service options

- **MAAS Provisioning & Support** - Flexible bare-metal provisioning with MAAS

- **Logging, Monitoring, and Alerting (LMA)** - Prometheus & Grafana based LMA stack

- **Livepatch Service** - Critical kernel security fixes in seconds without rebooting, increasing automation and reducing downtime

- **Extended Security Maintenance (ESM)** - Security updates for Ubuntu LTS releases, providing a fail-safe environment

- Certified Technology - Assurance of major cloud, hardware and software providers certifying their technologies on Ubuntu

- **Compliance Solutions** - Access to FIPS-certified modules to meet Common Criteria, as well as DISA/STIG, FedRAMP, PCI compliance

Kubernetes support

- **Landscape Management**- Efficiently manage your growing network of servers and desktops at scale, provide audit and compliance reports

- **24/7 Coverage**- Expert phone and web support for your Ubuntu deployments, including OpenStack and

- **Storage & Backup**- Seamless access to Ceph and Swift, standard open source SDS, and OpenStack-native data protection solution

Security maintenance and support

Ubuntu Advantage for Infrastructure	Essential	Standard	Advanced
	Bits only	*Support*	*Support*
Physical server			
Virtual server			
Desktop			
Phone and ticket support	-	**24x5**	**24x7**
Response time SLA - Sev 1	-	4 hours	1 hour
Response time SLA - Sev 2	-	8 hours	2 hours
Response time SLA - Sev 3	-	12 hours	6 hours
Response time SLA - Sev 4	-	24 hours	12 hours
Extended Security Maintenance (ESM)	✓	✓	✓
Kernel live patch service to avoid reboots	✓	✓	✓
Landscape on-prem systems management	✓	✓	✓
Knowledge base access	✓	✓	✓
Certified Windows drivers for KVM guests	✓	✓	✓
FIPS 140-2 Level 1 certified crypto modules	✓	✓	✓
Common Criteria EAL2 certified	✓	✓	✓
OpenStack	Security updates	Updates + Support	Updates + Support
Kubernetes	Security updates	Updates + Support	Updates + Support
KVM/LXD	Security updates	Updates + Support	Updates + Support
Legal assurance program	-	✓	✓
Ceph/Swift raw storage support included	-	72TB	72TB

Fully managed OpenStack, Kubernetes and LMA

	Per VM	Per Host
Managed Kubernetes on public cloud, VMware, or OpenStack		*
Managed OpenStack or Kubernetes on bare metal		
Combined offering - managed on-demand K8s on fully managed OpenStack		

* On a VMware or OpenStack cluster, managed guests can be priced per host in the cluster.

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Need access to our solutions?

To learn more about Ubuntu Advantage for Infrastructure, visit ubuntu.com/support and contact us to get started with UA Infrastructure by calling +1 737 204 0291 (Americas), +44 203 656 5291 (RoW).