

ActiveState[®]

OPEN SOURCE LANGUAGE SUPPORT

Security, Reliability and Peace of Mind



Commercial Support Decreases GTM Risk

ActiveState Support:

- 20 years supporting open source languages
- Thousands of man-years of open source expertise
- Guaranteed SLAs
- Email & phone support
- Input into our roadmap
- Regular updates with new packages & security fixes
- Migration & upgrade support
- Professional services for custom builds
- Support for outdated/legacy versions
- Big iron platform support, including AIX, Solaris and HP-UX

As much as 95% of enterprises around the world employ open source software (OSS) for their mission critical applications,¹ but not all of them pay for support, which significantly increases their Go To Market (GTM) risk. Very few enterprises would consider running commercial software in production without a support and maintenance contract in place. Why should OSS be treated differently?

The correct answer is that it shouldn't. But OSS, by definition, is neither vendor-backed nor vendor-supported and has no licensing costs, so it's essentially seen as "free" software. As a result, OSS is rarely allocated a line item in enterprise budgets. The lack of a formal budget item for OSS all too often translates into security lapses, costly downtime, and disastrous loss of business reputation and market cap as seen with the likes of Sony Pictures, credit bureau Equifax, sportswear retailer Sports Direct, and many, many more.

Commercial Support

Commercial vendors have arisen to provide enterprise-grade support for OSS, and resolve growing concerns in security, stability, and reliability. Commercial open source vendors invest in testing, tuning and troubleshooting on a range of platforms and configurations before any new open source code is ever included in their subscription offerings. Of course, all of this requires a considerable investment in people, processes and systems. It's this infrastructure which, over time, generates the quality, efficiency, and performance that enterprises need to better manage risk in their production applications.

In addition, similar to commercial products, open source commercial subscriptions tend to have a defined roadmap for introducing new features and functionality (typically in the form of new open source community packages), as well as updates, patches and security fixes so you can plan your upgrades, migrations, and hardware refreshes, where necessary.

¹ Hype Cycle for Open-Source Software, Gartner, Oct 2017

Third Party vs Commercial Support

The open source community is a dedicated and enthusiastic supporter of their work, but that support doesn't come with service level guarantees, or a telephone support hotline. In practice, community support happens via online forums, which may not be the place you want to air your dirty laundry, particularly if you're searching for a fix to a vulnerability in a production application.

Not all third-party vendors of commercial OSS support are created equal. Some are willing to only support certain types of OSS. Others are consultants who will actually sub-contract their commercial support. Look for commercial open source vendors that contribute to, sponsor and productize open source projects. These vendors have intimate knowledge of the software, and are therefore typically in a better position to provide OSS support.

ActiveState – A Trusted Name in Open Source for 20 Years

For the past 20 years, ActiveState has been providing commercially-backed, secure, stable and comprehensive OSS language distributions that have become renowned for quality, and are now the de-facto standards for millions of developers around the world. 100% compatible with community open source code, ActiveState's open source language distributions can be freely downloaded, but crucially also offer guaranteed support SLAs and regular maintenance updates, as well.

An ActiveState subscription entitles you to not only phone and email support, but also new versions of your preferred open source language. Versions are released on a quarterly basis and typically incorporate new packages, modules and libraries curated from the open source community. All new code is rigorously vetted to ensure that:

1. It comes with an active, supportive community
2. Licenses are non-GPL
3. Dependencies are resolved, and
4. Security vulnerabilities are patched.

Urgent security issues are fixed on ad hoc basis.

ActiveState's precompiled open source language distributions are the key to meeting targets while decreasing your go to market risk. It's why companies like Siemens, GE, Lockheed Martin – in fact more than 90% of the Fortune 1000 – have all chosen ActiveState as their open source language vendor.

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