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Subject: Re: Re: How to deal with existing customers?  
Posted by [Jonathan](#) on Mon, 12 Sep 2005 10:23:57 GMT  
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Hey, thanks for both the replies...

So, what is the relationship between SW-Soft and OpenVirtuozzo? Like, for example, support? Is this the same team of people, or a different team of folks, or what? I'm thinking of adding OV to the product lineup (it's perfect for some of the implementations we are currently using some competing products for, and it would be great to leverage the same expertise accross both our OS and Comm channels), so I'm really curious about the support deal you guys laid out on the site. A six hour response time and three incedents a month is perfect for what I'm thinking of.

We are partners, and do intend to keep on working with the commercial side of the business. But it would be great to be able to lay the OV lineup underneath some of hosted services implementations (it's not a price point that makes sense for commercial Virtuozzo, but we're quite competent systems and application programmers, so it'd be pretty easy). Where does support come from, and how does it really compare? P (to remain anonymous for those who don't know) and his team, or some Open Source team, or someone else?

Jonathan

Kirill Korotaev wrote:

> Jonathan,

>

> I would add to the reply from Kir (below) that:

> - Open virtuozzo is released publicly as a separate project to create  
> a community around VZ technologies, make the whole VZ project better  
> and bring the customers even more higher quality product. So the whole  
> strategy is aimed to provide better quality to the customers.

> - Open Virtuozzo is not the same and the differences are describid  
> e.g. on support page. Additionally, commercial VZ stability and  
> usability is much higher also, it have releases and much better tested.

>

> Kirill

>

>> Jonathan,

>>

>> Open Virtuozzo is not the same as Virtuozzo, it is just a subset of  
>> it. You can find the description of the differences

>> <http://openvirtuozzo.org/documentation/tech/virtuozzo/> or

>> <http://openvirtuozzo.org/support/>.

>>

>> Basically, Open Virtuozzo is for hackers, while Virtuozzo is for

>> businesses.

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