
credativ launches UK support service for all Open Source distributions and applications

credativ's Open Source Support Centre (OSSC) creates one stop support service for free software

Rugby, UK. 13 November 2007 – credativ, an independent free software consultancy with offices in the UK, Germany and Canada, today announced that its UK Open Source Support Centre (OSSC) will provide support for all major free software distributions and applications.

The OSSC supports distributions and applications including: Debian, Ubuntu, SUSE, Red Hat, Xandros, Gnome and KDE, PostgreSQL, MySQL, Kolab Groupware, eGroupware, Asterisk, Apache, Samba, Nagios and Xen among others. The company will also provide support for free software that is integrated into mixed OS and proprietary environments to service the growing use of combined platforms and operating systems.

credativ UK is expanding on the success of the OSSC in Germany by offering the same support service from its in-house technical team based in the UK and Germany comprising of 30+ software engineers. Additionally, credativ's support team is strengthened by its active participation in the development of many Open Source projects.

credativ works without a call centre – it offers tier 3 support and direct contact to the experienced credativ team from the moment a customer calls into the OSSC. The OSSC's service is modular and companies can select a support package to meet their needs. credativ is offering the new service to SME, large enterprises and public sector organisations. Packages range from Basic (at £135 per month, 2 hours support with an 8 hour response time) to a Comprehensive 24/7 365 days a year package. credativ has developed a straightforward cost model whereby all a customer's users and systems are covered under a single agreement.

The company is also offering the possibility of exchanging unused support hours for alternative services available from the credativ team. For instance, they can be exchanged for services such as optimisation of security and advice on how to improve the quality of a user's computer systems.

Chris Halls, Managing Director of credativ UK, commented: “We have witnessed an increasing use of Open Source software in businesses and the public sector as IT managers aim to reduce total cost of ownership. Until now, the level of support equivalent to that offered by commercial vendors has not been available to Open Source users. We believe that our comprehensive support service is crucial to encouraging more organisations to join the growing movement towards adopting free software in business. By offering a support package equivalent to those available to proprietary software users, we believe that more organisations will feel secure in the knowledge that their free software implementations are supported to the highest level.”

“Naturally it is advantageous to work with one service provider that can support a large number of Open Source projects. Currently, if an organisation is using several different types of free software distributions and applications, multiple support agreements are necessary. With many different points of contact, the support process can become overcomplicated and users may experience delays. Through the OSSC we offer a simple, one stop support service that allows our customers to deploy the most appropriate system for their needs, and also concentrate on running their core business,” he added.

The company's growth is reflected by its recent opening of a Canadian office enabling it to service North America. Expansion plans include extending service to further European countries beyond Germany and the UK.

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credativ Limited is an independent consulting and service company situated in Rugby. credativ has specialized in the planning and implementation of professional solutions through the use of free software since 1999 in Germany and in the UK since 2004.

credativ has operated the Open Source Support Center (OSSC) in Germany since 2006, offering professional 24x7 business support for many open source projects. credativ has 38 employees across its offices in the UK and Germany.

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OSSC offers service and support for:

(excerpt)

Debian	Amanda	MySQL	Cyrus
Kubuntu	Bacula	PostgreSQL	Exim
Linspire	ClamAV	Postfix	Mandriva
DRBD	eGroupware	sendmail	OpenBSD
Keepalived	Kolab Groupware	Red Hat	Nagios
Gnome, KDE	Slackware	OTRS	Apache
Firefox	SUSE	OSF	Asterisk
Mozilla-Suite	Ubuntu	Squid	OpenLDAP
OpenOffice	Xandros	SpamAssassin	Samba
Thunderbird	XEN	Wine	