ubuntu

Ubuntu Advantage virtual guest

## Professional support for Ubuntu in the cloud

As Ubuntu continues to drive production workloads in the cloud, business demand for professional support and easy management continues to grow. It's so easy to provision resources on public and private clouds that many businesses find they are running multiple cloud instances at the same time with a lack of specialised support. Having an effective way to ensure uptime and to manage those cloud instances has become a vital part of using public cloud platforms.

Whether you are using Ubuntu on an Ubuntu certified public cloud or on your own private cloud, Ubuntu Advantage Virtual Guest gives you support from the Ubuntu experts at Canonical, along with best-in-class Ubuntu systems management through Landscape.

Ubuntu Advantage Virtual Guest includes:

- Technical support from Canonical for rapid issue resolution, as well as access to Canonical's knowledge base.

- Landscape systems management for an easier and more automated way to manage multiple machines.

- Legal Assurance for your use of Ubuntu in the cloud.
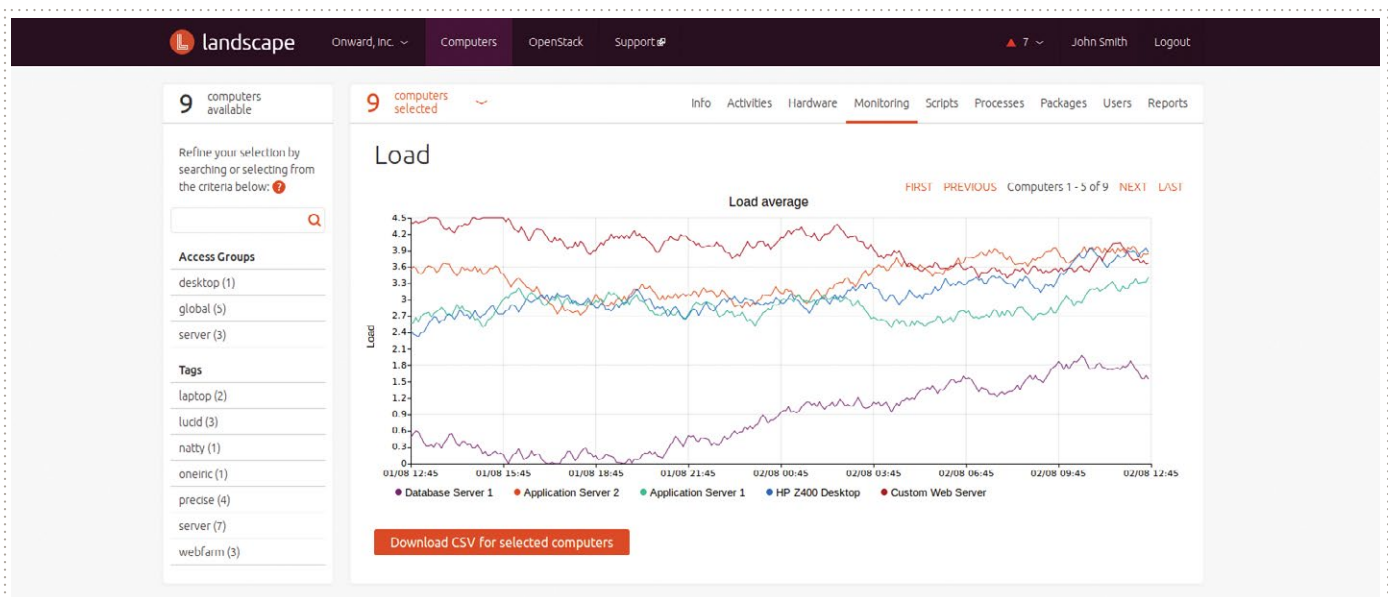
Landscape systems management user interface

Cloud support

Businesses starting to turn to cloud platforms often seek the backing and support of technology experts to ensure their success. Ubuntu Advantage Virtual Guest gives you the assurance of being able to contact an Ubuntu cloud expert who can quickly resolve any issues you encounter in your use of Ubuntu in the cloud. They will help you maintain the same high IT service levels that your business expects from using Ubuntu on more traditional platforms.

Whether it's for installation, applications or systems administration issues, you can access support over the phone and through our online support portal. That means you can speak directly with our technical support engineers ensuring you get help from someone who has first-hand knowledge of how to resolve your problems.

All support issues are tracked through Canonical's online support portal, which allows you to see the progress of submitted cases in real time. The portal helps both you and Canonical's support engineers to view opened and closed cases in a single location – perfect for faster problem resolution.

Manage Ubuntu instances easily and securely with Landscape

Landscape manages traditional Ubuntu physical and virtual platforms. Regardless of your implementation, Landscape offers you one simple interface to manage all of your Machines, VMs, and Containers in any public or private cloud, from a single web interface from anywhere in the world.

Landscape features:

- **Systems management:** up to 40,000 machines in a single instance; configure users and groups; define policies for automated updates and security patches; install, update and rollback software.

- **Monitor your machines at scale:** set update alerts; graph trends of temperature, disk, memory usage and system load; list and remotely kill rogue processes.

- **Maintain security and compliance:** patch compliance; Role Based Access Control (RBAC); automated audit logging and compliance reporting.

- **Control your inventory:** quickly track full software package information for all registered machines; gather asset information in real time; create dynamic search groups; easily access any machine property.

- **Integrate Landscape with your current systems:** scriptable API to customise Landscape for your organisation's needs; integrate with your current configuration management, monitoring and ticketing systems.

- **Package repository management:** mirror and stage internal or external APT repositories; upload and manage custom packages.

Ubuntu Advantage benefits:

- **Web-based systems management:** the Landscape systems management service is provided as part of Ubuntu Advantage. Management is through a web GUI hosted on Canonical's servers.

- **Patch and package management, monitoring and automation:** provides all the features needed to make managing Ubuntu systems straightforward and efficient.

- **Knowledge Base:** exclusive online access to guides and articles on how to configure and run Ubuntu from Canonical, including solutions to common problems.

- **Live phone support during business hours:** the support team provides assistance by phone during the business day, Monday to Friday.

- **Online support:** access to the online real-time ticketing system, allowing you to view updates on your current support requests as well as previously submitted requests.

- **Security upgrades:** security upgrades are provided for Ubuntu, Canonical will provide bug-fixes for problems.

- **Product upgrades:** new Ubuntu upgrades are available every 6 months, assistance is provided to upgrade.

- **Ubuntu Assurance:** protects customers from claims of IP infringement arising from their use of Ubuntu.

Annual fee from as low as $250 per VM, sold in packs of 10.

Useful links

Read more about using Ubuntu as a guest instance or Infrastructure as a Service platform ubuntu.com/cloud

Ubuntu cloud portal to access Ubuntu cloud images
cloud-images.ubuntu.com

Ubuntu Advantage Store
buy.ubuntu.com

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