

JBoss ENTERPRISE MIDDLEWARE

WHAT IS IT?

JBoss Enterprise Middleware is enterprise-class open source software that enables customers to build, deploy, integrate, orchestrate, and present web applications and services in a Service-Oriented Architecture.

WHAT DOES IT DO?

JBoss Enterprise Middleware provides a simple, open and affordable way to modernize your legacy application infrastructure. It decreases development complexity, improves inadequate end-user experience, and resolves business process friction. And because it is open source, JBoss Enterprise Middleware delivers unparalleled flexibility and significantly lower total cost of ownership than the leading competitors. JBoss Enterprise Middleware delivers superior value.

WHY SHOULD I CARE?

Get up to 70% or more of your enterprise middleware budget back. Focus more of your IT budget on the people and applications that differentiate your business. Start more projects sooner, with significantly less risk. JBoss Enterprise Middleware doesn't just reduce costs. It enables you to make contributions that actually increase revenue.

OVERVIEW

Customers in nearly every vertical, large and small, are already depending on JBoss for their mission critical applications and services. Why? JBoss delivers enterprise-class stability and per-

formance. JBoss is easy to consume and easy to use. JBoss delivers industry-leading support. JBoss increases developer productivity with open standards and open source code. JBoss delivers superior total cost of ownership so you can start more projects and focus on what differentiates your business. Simply stated, JBoss Enterprise Middleware delivers value.

"The performance and scalability of JBoss AS and JBoss Cache continue to exceed our previous experiences with BEA WebLogic. In addition, the expert support delivered by the JBoss support staff allows me to outsource my JBoss support and focus my development team on building new revenue-generating applications for the business."

-Carl Schmidt, CTO - bodog.com

JBoss ENTERPRISE PLATFORMS

Although open source software offers many benefits, it also presents a challenge: Integrating and maintaining the integrations between the multiple community projects can add complexity and cost to your IT operations. JBoss Enterprise Platforms integrate the most popular JBoss.org projects into stable, secure, certified distributions, with a single patch and update stream. JBoss Enterprise Platforms are available via subscriptions that include certified software, industry-leading support, updates and patches, documentation, and multi-year maintenance policies.

JBoss Enterprise Application Platform is a perfect open source alternative for building, deploying, and hosting enterprise Java applications and services. The JBoss Enterprise Application Platform integrates a clustered Java EE application server, O/R mapping and persistence, and a powerful application framework for building next generation Web 2.0 applications into a single distribution.

JBoss Enterprise Portal Platform is designed to build and deploy portals for service aggregation and personalized presentation. The platform integrates a portal framework, CMS workflow functionality, and the JBoss Enterprise Application Platform into a single distribution. Available in mid-2007.

Later in 2007, Red Hat will introduce an additional platform that will integrate and orchestrate services that automate business processes in a service-oriented architecture. An enterprise service bus, rules engine, business process automation, and the JBoss Enterprise Application Platform in a single, integrated distribution.

JBoss Enterprise Frameworks

In the real world, IT infrastructure environments often include a number of vendors. That's why, in addition to JBoss Enterprise Platforms, Red Hat also offers modular frameworks that run with any Java EE middleware platform and dramatically increase productivity in both development and production. JBoss Enterprise Frameworks include:

- JBoss Hibernate for industry-leading O/R mapping and persistence
- JBoss Seam for simplifying Web 2.0 application development
- JBoss jBPM for enabling the creation and automation of business processes
- JBoss Rules for easy business policy access, change, and management

JBoss Enterprise Frameworks, like JBoss Enterprise Platforms, are available via subscriptions that include certified software, industry-leading support, updates and patches, documentation, and multi-year maintenance policies.

Industry-Leading Technical Support

Expert technical support is delivered with all JBoss Enterprise Middleware via the industry's highest-rated support team--exceeding BEA, IBM, and Oracle in customer satisfaction.¹ For Red Hat, support is not an afterthought. It's our core business.

Production support: You won't have to wade through uninformed support personnel to reach a subject matter expert. Once assessed, incidents are sent directly to Java EE architects. If issue cannot be resolved, it is escalated to the core JBoss development staff. This means that you are only one degree of separation from the authors of our code at all times.

Developer support: Red Hat Developer Subscriptions deliver expert advice spanning architecture, design, configuration, optimization, and tuning recommendations for all JBoss Enterprise Middleware, as well as pre-configured development tools to ensure that development projects efficiently and effectively move into production.

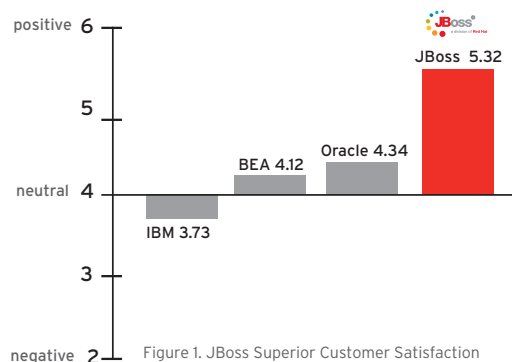


Figure 1. JBoss Superior Customer Satisfaction

¹Competitive Differentiation: Customer Support, JBoss Customer Support Study©; Velociti Partners; January 2006

JBoss Operations Network

JBoss Operations Network ensures that JBoss Enterprise Middleware is not only outstanding for development, but stable and predictable in production as well. This customizable management platform improves operational efficiency by providing administration, automated inventory discovery, automated patch and update roll-out, and an optional monitoring upgrade for most JBoss Enterprise Middleware products. Deployed locally, core services include fine-grained user access control, auditing, scheduling, alerting, and tight integration with the JBoss Customer Support Portal. Included with JBoss Enterprise Platform subscriptions of 32 CPUs or greater, JBoss Operations Network can also be purchased separately for smaller deployments that require enterprise-class management.



DECREASE TOTAL COST OF OWNERSHIP

JBoss Enterprise Middleware decreases total cost of ownership in three key ways. First, because it's open source, it leverages the collective research and development power of a community thousands of developers. This not only matures the code faster and drives greater innovation, it also provides Red Hat with a superior cost structure that delivers value to our customers.

But software and support costs are just one part of the equation. Having access to the source code means that you have the ability to see exactly what's occurring in the software you're developing on. Being able to see exactly how services are provided is extremely helpful for developers to take advantage of advanced features, help avoid performance bottlenecks, and avoid the costly trial-and-error guesswork that hampers efficient application development and slows time to market.

JBoss Enterprise Middleware is also easy to consume and use, taking just minutes to download, install, and configure. With other vendors, you could spend days or even weeks just to get started. As a result, developers are more productive, more projects get started, and time to deployment is decreased. And once deployed, applications generally require less ongoing developer resources.

JBoss PRODUCTION SUBSCRIPTIONS

JBoss Enterprise Middleware Production Subscriptions are sold in both 4 CPU and 32 CPU units. Premium subscriptions deliver 24x7 support hours with a 1 hour service level. Standard subscriptions deliver 9am to 9pm support hours in North America and 9am to 5pm support hours in the rest of the world, Monday through Friday with a 4 business hour service level. Both include unlimited incidents, web and phone access, and deliver:

Product access: Source and binary code; documentation

Updates: Regular updates that provide general enhancements, new features, etc.

Revisions: Access to the latest bug fixes and security errata

Upgrades: Rights to new versions of JBoss Enterprise Middleware released during the subscription lifetime

Flexibility: Subscriptions are not version specific, so access to and support for previous version is included

JBoss Customer Support Portal: Connect directly to JBoss support staff, open and track support cases in real-time, customize patch or upgrade alerts, and download certified patches and updates

Support: Multiple support services providing unlimited incidents and coverage up to 24x7 with 1 hour response

Long term stability: Multi-year support and update policies for all JBoss Enterprise Middleware

Legal assurance: The Red Hat Open Source Assurance program safeguards customers who are developing and deploying open source solutions from legal harm

Additional Value:

JBoss Enterprise Middleware production subscriptions of 32 CPUs or more deliver additional value by including additional production support contacts, JBoss Operations Network and Red Hat Developer Subscriptions.

JBoss Production Subscriptions

	< 32 CPUs	32 CPUs or More	
Production Support Contacts	2 total	Contacts	CPUs
		10	32 to 63 CPUs
		15	64 to 127 CPUs
		20	128 to 255 CPUs
		25	256 to 511 CPUs
		28	512 to 1023 CPUs
		30	1024 to 1503 CPUs
		32	1504 to 2559 CPUs
		35	2560 CPUs & over
Red Hat Developer Professional Subscriptions	Not included. May purchase separately.	2 included	
JBoss Operations Network	Not included. May purchase separately.	Included	
Value Discounts	Not available.	Value Discounts may apply	



RED HAT DEVELOPER SUBSCRIPTIONS

Red Hat Developer Subscriptions include expert advice spanning architecture, design, configuration, optimization, and tuning recommendations for all JBoss Enterprise Middleware products. They include incidents and entitlements to tools and software for development purposes. There are two Red Hat Developer Subscriptions:

Red Hat Developer Subscription Service Levels and Included Software

	Red Hat Developer Professional	Red Hat Developer Enterprise
Support SLA	2 business days	4 business hours
Support hours	M-F 9-9 (North America) M-F 9-5 (Rest of World)	M-F 9-9 (North America) M-F 9-5 (Rest of World)
Type of Access	Web & Phone	Web & Phone
Software (for development purposes)	One entitlement each to: <ul style="list-style-type: none">• Red Hat Developer Studio• All JBoss Enterprise Platforms and Frameworks (up to 4 CPUs each)• Red Hat Enterprise Linux Advanced Platform• All other Red Hat software products	<ul style="list-style-type: none">• Two entitlements to Red Hat Developer Studio• One entitlement to all JBoss Enterprise Platforms and Frameworks (up to 32 CPUs each)• Eight entitlements to Red Hat Enterprise Linux Advanced Platform• Eight entitlements each to all other Red Hat software products

FOR MORE INFORMATION

JBoss Enterprise Middleware is a key to making service-oriented architecture simple, open and affordable. For more information on JBoss Enterprise Middleware, visit www.redhat.com/jboss or contact your Red Hat sales representative.