

VMware vFabric ERS

Enterprise Ready Server

GUARANTEED BUG FIXES

Leading Apache developers on staff provide support and bug fixes—which they can then commit to the next version of the project.

RAPID SECURITY VULNERABILITY RESOLUTION

RADARnet™ (Rapid Detection and Response Network) delivers alerts, patches and work-arounds for bug and security vulnerabilities—often before public alerts are issued.

HIGHER PERFORMANCE

Pre-compiled builds of Apache and Tomcat deliver up to 100% performance improvement, saves costs in extra hardware capacity, and increases uptime.

FASTER DEPLOYMENT AND LOW COSTS

Precompiled build yields simple installation and setup without testing, dramatically reducing time and effort (30 minutes vs. 3 days).

MANAGED UPDATES

Notifications and scheduled updates eliminate mistakes. Binary updates may be dropped into running systems.

CERTIFIED ENTERPRISE READY

Certified and QA tested with best security practices and correct versioning for enterprise use.

Overview

VMware vFabric™ Enterprise Ready Server (ERS) is the Web server and load-balancing component of the VMware vFabric Cloud Application Platform. The most comprehensive and widely distributed solution for Apache Web and Tomcat Application Server management, ERS provides better performance and security and improves service quality, reliability and scalability by uniquely enhancing Apache and Tomcat for enterprise use while reducing the costs and complexity of sophisticated Web infrastructures.

VMware vFabric ERS Highlights

- **Multi-Server Support:** Enables installation of multiple instances of Apache and Tomcat running on a single server at the push of a few buttons—Apache 1.3, 2.0, and 2.2; Tomcat 4.1, 5.5 and 6.0.
- **Scalability:** Provides scalable manageability for multiple Web sites and servers; can run and manage hundreds of instances of Apache and Tomcat.
- **Broad Platform Support:** Provide support for heterogeneous environments (32- and 64-bit architectures): Solaris Sparc, Solaris x86, Linux, HP-UX, AIX, Win32. vFabric ERS can be updated and patched across all servers at once.
- **Tightly Integrated with Popular Languages:** Successfully deploy Java, Perl and PHP applications.

VMware vFabric ERS Subscription Overview

More than 400 of the world's largest organizations count on VMware to deliver mission-critical support for their Apache Web Server and Apache Tomcat systems.

Our technical staff is deeply involved with the Apache Software Foundation and we employ experts who work on the Apache HTTPD and Tomcat projects full time as code committers. Through our experience and deep technical involvement, we provide superior support to our customers to reduce costs and free resources with no license fees and no vendor lock in.

With our technical leadership on Apache projects, we are able to guarantee rapid bug fixes and provide patches to our customers' Apache code. We are then able to commit the fixes into the next release of the open source project.

Product Updates and Security Patches

RADARnet™ (Rapid Detection and Response Network) provides alerts, patches, and work-arounds—often before others are aware of the existence of a problem.

Support customers receive a standard, certified, easy-to-install software build, constant product updates, security alerts and patches, guaranteed bug fixes, indemnification on all the software in the ERS bundle, and technical support all for a single annual fee.

Support Service Levels

ERS subscription plans are available with three different support offerings from business hour coverage to complete 24x7 support. All plans includes access to our online knowledge base and FAQs, as well as downloadable documentation.

“vFabric ERS Served 255.9 queries per second, which was 100 percent faster than a stripped-down Apache, and consumed only 10 percent more RAM on the server.”

— ServerWatch

ERS Subscription Terms

SUPPORT LEVEL	SECURITY LEVEL I COMMITMENTS			HOURS OF OPERATION/METHOD
	RESPONSE	WORKAROUND	PERMANENT CORRECTION	
Platinum	1 Hour	72 Hours	Next Release	24x7x365; Phone/Web
Gold	4 Hours	72 Hours	Next Release	6am-6pm local time; Phone/Web
Silver	1 Business Day	None	Next Release	6am-6pm local time; Web

Benefits Comparison

BENEFITS	SELF-SUPPORTED APACHE & TOMCAT	VMWARE SUPPORTED APACHE & TOMCAT	VMWARE VFABRIC ERS
Forums & Mailing Lists	✓	✓	✓
Zero License Fees for Vendor Lock In	✓	✓	✓
Guaranteed Bug Fixes		✓	✓
Customer Support Portal & Knowledge Base		✓	✓
Regular Scheduled Product Updates & Upgrades		✓	✓
Timely Security Vulnerability Alerts & Fixes		✓	✓
Reduced Internal Support & Deployment Costs		✓	✓
Reduced Downtime (expert support and binary patches/updates)		✓	✓
Simple Installation & Server Deployment			✓
Higher Performance (up to 100 percent faster than other builds)			✓
Built-in & Configured Development Languages (WebDav, PHP, Java, and Perl)			✓
Built-in & Configured Security (FTP, Proxy, SNMP)			✓
Cache and Other Modules			✓
Indemnification for All Open Source Components			✓

