# Free Software – Commercial Support

## Axiomedix Offerings

For hospitals, academic medical centers, nonprofits, biotech and pharma companies, Axiomedix enables the enterprise to run supported open-source software in a commercial quality environment, without the need to build a dedicated internal support staff. We are deeply involved in the i2b2 tranSMART Foundation and community and can represent our subscribers' needs accordingly. We are committed to the success of the Foundation and provide a revenue share for every subscription.

# Support for tranSMART, i2b2, and i2b2/tranSMART

As open-source technology continues to evolve, organizations need proactive, professional support for both their users and IT teams. Your IT groups may not have the specific technical skills or experience to install, support, and maintain these platforms, and can rely on our senior engineers and architects who understand each platform's unique technical environment. With an Axiomedix Support Subscription, you have access to the most experienced, motivated, and knowledgeable tranSMART, i2b2, and i2b2/tranSMART support engineers through our customer portal and service desk. This allows you to take advantage of these industry leading platforms without having to hire an internal support and development team.

# Free Access to the Full Knowledge Base & Documentation Library

## Resources Curated by Experts

Full documentation on each of our supported platforms is collected, generated, and maintained by our knowledgeable support engineers, and is available to you with no sign-in required. Content includes manuals, troubleshooting and install tutorials, links to data sources, and resources for admins and developers.

## Community Discussion Board

Moderated by our support associates and engineers, this forum is accessible to the public, although a free sign-in is required in order to contribute. Topics include tips and tricks; to how-to's on installation, data loading, and analysis; and feature requests. Come join the conversation.

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**AXIOMEDIX**
THE FUTURE OF PRECISION MEDICINE

| | Community Edition | Professional Edition | Enterprise Edition |
|---|---|---|---|
| **Customer Service & Communities** | 24x7 access to customer service, documentation, whitepapers, & support forums | 24x7 access to customer service, documentation, whitepapers, & support forums | 24x7 access to customer service, documentation, whitepapers, & support forums |
| **Knowledge Base & Documentation Library** | Online content open to everyone – including technical articles, best practices, & troubleshooting tutorials | Online content open to everyone – including technical articles, best practices, & troubleshooting tutorials | Online content open to everyone – including technical articles, best practices, & troubleshooting tutorials |
| **Best Practices** | | Receive best practice consultations that are customized to your needs | Receive best practice consultations that are customized to your needs |
| **Technical Support** | | Business hours** access to Axiomedix Support Associates via email | 24x7 access to Axiomedix Support Engineers via email, chat, & phone |
| **Who Can Open Cases** | | One primary contact / Unlimited cases | Unlimited contacts / Unlimited cases |
| **Case Severity/ Response Times*** | | General guidance: < 48 hours System impaired: < 24 hours Production system impaired: < 12 hours Production system down: < 4 hours | General guidance: < 24 hours System impaired: < 12 hours Production system impaired: < 4 hours Production system down: < 1 hour |
| **Advisory Services** | | | Focused, scheduled discussions with our Support personnel on key issues your team is tackling. |
| **Architecture Support** | | | Access to a Well–Architected Review delivered by Axiomedix Solution Architects |
| **Third–Party Software Support** | | | Interoperability & configuration guidance & troubleshooting |
| **Training** | | | Online training included |
| **Account Assistance** | | | Assigned Support Concierge |
| **Pricing** | **Free and Open** | Subscription | Subscription |