



Syncthing Enterprise Support

Synchting Enterprise Support is a comprehensive support package for any business using Synchting.

First Party Support

By employing key developers of the Synchting project, Kastelo can provide world class deployment support and customization of Synchting. We know the code, we use it daily, and we participate in the development. Kastelo is the official corporate sponsor of the Synchting project.



Standard or Premium

Two paid support tiers are available. Which one suits you best depends on the services you require, and the urgency attached to any issue you may experience.

	Free	Standard	Premium
Open Source Synchting	✓	✓	✓
Documentation and community support	✓	✓	✓
Access to source code	✓	✓	✓
Deployment assistance		✓	✓
Debugging and error correction		✓	✓
Security notifications		✓	✓
Upgrade assistance		✓	✓
Documentation clarification		✓	✓
Email support and portal		✓	✓
Next business day SLA		✓	✓
Design support			✓
Phone support			✓
Two-hour SLA			✓
Bug hotfixes			✓
Custom feature development			✓
Third party integration support			✓
Periodic health check and audit			✓

Standard Level Services

Open Source Synching

Enterprise support covers the pre-built, stable binary releases of open source Synching. Synching is supported on each of the available release architectures.

Deployment Assistance

Our team makes sure your installation goes smoothly. Should there be any issues during deployment we will help your sort through them.

Debugging and Error Correction

If you experience an error, we work to reproduce it and provide a workaround. We work with the Open Source development team to incorporate a fix into the next release when possible.

Security Notifications

Security issues are rare and unlikely, but if they happen we let you know about the implications and the solution directly.

Upgrade Assistance

New Synching builds and accompanying documentation are provided monthly. For new major releases, we assist in preparing for and working through any incompatible changes.



Documentation Clarification

Uncertain about something in the documentation, or maybe something doesn't seem right? If you have a question, we get you a precise answer and see to updating the documentation.

Email Support and Portal

You can get in touch directly via email or by logging a case in the support portal.

Next Business Day SLA

You will get a qualified response to your issue during the next working day, at the latest.

Premium Level Services

Our Premium Level service adapts to you, no matter where you are in the world. Your business hours are our business hours.



Custom Feature Development

Your feature requirements will be prioritized as part of normal development.

Design Support

Have non-urgent thoughts or questions that you want to discuss with a Syncting expert? Schedule a video conference with us and we'll brainstorm together.

Phone Support

For critical production issues you can call us directly for a quick, professional response.

Two-hour SLA

You will get a qualified response to your issue within two business hours.

Bug Hotfixes

Once an error can be reproduced, we will work around the clock to provide a fully supported hotfix build with a resolution.

Third Party Integration Support

We will work with you or a third party to resolve any issues in integrations using the API.

Periodic Health Check

Twice yearly audits of your Syncting installation to verify smooth operation, report on any bottlenecks, and identify possible improvements.



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