



Premium Support Agreement

A Premium Support Agreement provides for ongoing maintenance, testing, and support for software in the HDF5 library of particular interest to your organization or user community, priority response to support requests, and advance notice of new software features, bug fixes, and other enhancements available for download and testing.

A Premium Support Agreement also supports The HDF Group's mission—to ensure the sustainable development of HDF technologies and the ongoing accessibility of HDF-stored data via ongoing development, maintenance, and support of HDF software. Our commitment to this mission is evident in our approach as documented below:

General Maintenance, Quality Assurance and Support

General Maintenance, Quality Assurance and Support (GMQS) efforts are the foundation of our direct product. Our customers emphasize the need for general overall quality of the code base and user documentation. In response, we provide the following activities under the GMQS umbrella:

The HDF Software Releases – regular releases of the HDF libraries and tools is the most critical component of the GMQS activities. Every six months the company releases a new version of the HDF software with code improvements and new features requested by the HDF users' community. We release source code, precompiled binaries for the most popular operating systems and compilers, and documentation. In between the releases, we provide snapshots of the software under development to make requested features and improvements available to the community as soon as work on them is completed.

Helpdesk support – providing good quality HDF support is a key component of our mission of serving all users of HDF. There are two aspects to this support: HDF helpdesk and technical experts. The HDF helpdesk handles most questions about HDF promptly but occasionally encounter some questions that require deeper technical expertise. In these cases, the technical experts may follow up directly with users. This arrangement benefits all users of HDF as it often leads to ideas for new features, identification of defects and ideas for new applications of HDF. Technical experts also closely monitor several HDF communities' mailing lists maintained by The HDF Group and other institutions, and assist with problems resolution when needed.

Managing contributions – because HDF is OSS, we receive contributions of ideas, software modifications, features, tools and access to platforms for porting and testing HDF. This material is reviewed to determine if it is cost effective for the product and organization and whether it would provide users benefit.

Platform support – the product success depends upon the ability to run HDF software on virtually all key computing platforms. Therefore, an important GMQS activity involves

maintaining the software to most computing architectures, compilers and operating systems. In addition, GMQS activity involves porting the HDF software to new computing platforms.

Issue resolution – continual review on the product code and improvements are implemented according to the workload schedule.

Code Base – monitoring the code base as it ages and with the addition of new features (e.g. code refactoring often needs to be done when substantial changes are made to the code).

Testing and other quality control measures – maintaining high quality testing for all library and tools, and providing documentation updates for users.

Documentation – good knowledge dissemination in many forms, which helps users succeed in using HDF and can greatly lower the cost of providing outstanding support for The HDF Group. Examples include the creation and dissemination of documentation and tutorials and maintenance of an effective website. You can access our website at <http://www.hdfgroup.org/>.

Contact us today to get more information and to discuss your organization's needs...