AbcSubmit for Enterprise (on-premise installation)

AbcSubmit for Enterprise environments comes built from the ground with top 500 fortune companies in the world principles, gathered across more than 15 years of experience inside telecom, e-banking, form building, networking, automotive, and system administration industries.

AbcSubmit product has more than 2,300 features embedded, and some of them are available only on its enterprise version.

Here we list only the subset of features which will help you to decide if you want to adopt our technology inside your company.

Architecture

AbcSubmit Enterprise runs on Kubernetes clusters.

This means that:

- You can install the product either in a cloud environment, either on a standalone machine running either Linux or Windows Server operating system.

- Because AbcSubmit architecture is based on cloud environments, all enterprise functionality like scalability, fault tolerance, disaster data recovery, and data durability are embedded inside the product architecture.

Hardware requirements

- Windows Server, Debian / Ubuntu Linux, or cloud Kubernetes cluster environment
- Storage – minimum 100 GB of storage, which can grow and be scaled inside your Kubernetes cloud cluster.
- Memory – At least 16 GB of memory allocated inside your Kubernetes cluster.
- CPU – Because the CPUs inside cluster environments are virtualized, we can compare the CPU speed only with a workstation. The more the better, however a CPU with 6 cores on a single server setup will suffice.
- Consider that you will be able to scale your storage on-the-fly
- Consider that you will be able to scale your cluster capacity based on your load.

Software requirements

Everything bundled in one server

- Windows or Linux Debian / Ubuntu
- Docker
- Node JS
- VirtualBox

- A SMTP server installed inside your company which can rely on emails from AbcSubmit software
- Reverse HTTP proxy (firewall) with SSL certificates installed which points to your standalone server

Everything installed on a Kubernetes dedicated cluster

- A computer used as global administrative point (AP) which has NodeJS installed
- A Kubernetes cluster which is able to receive commands from (AP) computer.
- Reverse HTTP proxy (firewall) with SSL certificates installed which points to your Kubernetes cluster.

What's included inside On-premise license

When running AbcSubmit via an On-premise installation, the following items are included:

- **Unlimited** storage
- **Unlimited** number of forms
- **Unlimited** number of files
- **Unlimited** number of users.
- **Unlimited** Bigdata collections
- **Unlimited** Neural Networks
- **No limitations** on the complexity of each form workflow
- **Basic support** via email
- **8 hours of technical support** for the on-premise installation

- **Logging** platform via GrayLog (for analyzing on premise errors, system events, etc.)
- **Metrics** system via Grafana (for analyzing how your platform is used).

- **Payments** and **Integrations** supported by live AbcSubmit product **are available only via additional cost** (depends on what you want to configure)

- **1 Company / license**
- **1 Virtual host / license**

On-premise features which are available only with the on-premise version

- **Antivirus** module, which scans all uploaded files
- **LDAP** / **Active Directory** integration
- **Single Sign On** (SSO) on Microsoft Azure cloud
- Ability to "**propagate**" **data** (forms, form results, users list) in a decrypted format **to** a **Microsoft SQL Server**, **PostgreSQL** server, or **MySQL** server

How product installation works

Before installation process is initiated, a Non-Disclosure Agreement + a proforma invoice will be issued by AbcSubmit for your company.

We wait for the NDA + payment to arrive.

Installation of AbcSubmit for Enterprise On-Premise takes between 2 and 12 hours, depending on your environment, custom needs, cluster type / platform, operating system, smtp server, etc.

During the installation process, a technician of AbcSubmit will guide you for configuring the product via remote screen installation (no access to your server is needed during installation, but remote screen is needed).

If installation process takes more than 2 hours, installation will be resumed next business day. During the installation process you will need to have access to the interned in order to configure platform dependencies.

During the installation process you will need to have DNS administrative privileges on behalf of your company.

During the installation process, it's recommended to have a global system administrator which can help us if needed to make settings on your DNS and achieve the knowledge of administering the product.

On-Premise Pricing

Single DNS host - for production purposes: **$ 10,000** lifetime license **or $ 4,000** one-year license

Unlimited testing environments running only in Minikube cluster environments: **$ 3,000** lifetime license

Product updates

There is no limitation on product version when it comes to updates. You will always update to our latest www.abcsubmit.com cloud version.

Updates are made manually by you.

Product update takes about 30 seconds to 1 minute and has zero downtime.

Internet connectivity is required during product update (otherwise running AbcSubmit does not require internet connectivity)

What happens after product installation

- After the installation process is completed, a 2 to 4 hours training / webinar is included for your company (end) users, where we answer all your business use-cases.

- After the installation process is completed, a 2 to 4 hours training is included for your system administrators, answering all questions regarding backup, product scaling, updates, etc.

Custom features

In case you decide to work with us, we provide custom development for your needs, at $ 100 / hour.

In case your feature is a good idea which can be re-used by other customers of AbcSubmit, development time is FREE, but you agree that other customers will use that idea.

Priority support pricing without a custom package

Non-technical priority support: 100 / hour – For queries that doesn't need a technical person but can be fixed by our support team.

Technical priority support: 250 / hour – For technical queries or issues a technical person is needed to handle your requests.

Basic Support

Support via email will always be free during working hours.

By default, the on-premise installation comes with basic support via email and all the requests should be sent to support@abcsubmit.com.

For the basic support we check support inquiries during office hours (Romanian time, GMT +2) Monday to Friday from 9:00 AM to 6:00 PM, except Romanian holidays. Our typical response time is 1 business-day for customers without a priority support.

Technical support is not included in the basic support.

With the basic support package, the technical support, online meetings, emergency bug fixes and bug priority escalation are not available.

The issues reported via basic support will be fixed without any priority and a fix can take up to 10 working days if it is not critical.

Priority support

Priority support can be made on separate statement of work or invoice and can be made via a separated monthly/yearly subscription if needed. Depending on what you need we can offer up to a dedicated person phone number available **24/7** to call in case of emergencies.

The phone number for dedicated support will be provided in the statement of work or in the invoice only when you request such a priority support. The priority support cost can change at the beginning of every year or when additional support hours are requested.

With the priority support packages, the time allocated for a fix, or any other queries on the phone will always round up to one hour.

Bug priority escalation will be used for issues reported on our support email from clients with a priority support package.

Online meeting

Most incidents can be resolved by exchanging messages on email or on the phone. However, for some incidents, setting up an online meeting on Google Hangouts, Zoom, or similar, and having a live discussion, if needed with screen sharing, can lead to a faster solution. We offer this option with our priority support.

Emergency bug fixing

Incidents and bugs are dealt with according to their severity. You determine, in collaboration with an AbcSubmit engineer, what the severity of an issue or a bug is. If a bug in AbcSubmit is causing one your production systems not to function properly and that there is no workaround, then the bug is assigned the highest priority.

This situation requires maximum effort from AbcSubmit and the customer until an emergency fix or workaround is available. This critical situation may require both AbcSubmit and Customer actively working round the clock to resolve the issue.

Once fixed, AbcSubmit will provide you with a hot fix and you can update your on-premise installation in order to get the last changes.

Bug priority escalation

This ensures that bugs related to an incident you report are assigned a higher priority than bugs reported through other means, and so will be fixed earlier.