



Pentaho Enterprise and Community Editions Feature Comparison

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Pentaho BI Suite Enterprise Edition

The Pentaho BI Suite Enterprise Edition extends Pentaho's best-in-class open source business intelligence (BI) capabilities with additional software and services designed to help you and your organization:

- **Achieve BI success**
- **Save time, resources, and money**
- **Mitigate risk**



Feature Comparison: Community and Enterprise Editions

Software and Services	Community Edition	Enterprise Edition
Reporting	Open Source	Certified
Analysis	Open Source	Certified
Dashboards	Open Source	Certified
Data Integration / ETL	Open Source	Certified
Business Intelligence Platform	Open Source	Certified
Data Mining	Open Source	Certified (Add-On)
Community Forums Interaction	✓	✓
Community Web Documentation (wiki)	✓	✓
Professional Support		
• Telephone support (toll-free)		✓
• E-mail support		✓
• Service Level Agreement		✓

<ul style="list-style-type: none"> • Unlimited support cases 		✓
Software Maintenance		
<ul style="list-style-type: none"> • Software maintenance 	By in-house staff	✓ By Pentaho Engineers
<ul style="list-style-type: none"> • Patch releases 		✓
<ul style="list-style-type: none"> • Fixes included in future releases 		✓
Enhanced Functionality		
<ul style="list-style-type: none"> • Pentaho Enterprise Console 		✓
<ul style="list-style-type: none"> • Single Sign-On 		✓
<ul style="list-style-type: none"> • Streamlined security configuration 		✓
<ul style="list-style-type: none"> • Application diagnostics 		✓
<ul style="list-style-type: none"> • Repository utilities 		✓
<ul style="list-style-type: none"> • Lifecycle management 		✓
<ul style="list-style-type: none"> • Audit reports 		✓
<ul style="list-style-type: none"> • Automated content expiration 		✓
<ul style="list-style-type: none"> • Clustering 		✓
<ul style="list-style-type: none"> • Performance monitoring 		✓
<ul style="list-style-type: none"> • ETL management and monitoring 		✓
Certified Software		
<ul style="list-style-type: none"> • Stabilized software 		✓
<ul style="list-style-type: none"> • Managed release cycle 		✓
<ul style="list-style-type: none"> • Optimized builds 		✓
Product Expertise		
<ul style="list-style-type: none"> • Professional documentation 		✓
<ul style="list-style-type: none"> • Knowledge base 		✓
<ul style="list-style-type: none"> • Consultative support 		✓
<ul style="list-style-type: none"> • Remote assistance packages 		✓
<ul style="list-style-type: none"> • Installation/configuration packages 		✓
<ul style="list-style-type: none"> • Design and integration packages 		✓
<ul style="list-style-type: none"> • Troubleshooting and optimization packages 		✓
<ul style="list-style-type: none"> • Enterprise Edition online forum 		✓
<ul style="list-style-type: none"> • Web based training 		✓
Software Assurance		
<ul style="list-style-type: none"> • Intellectual Property Indemnification 		✓
<ul style="list-style-type: none"> • Warranty for services 		✓

Support Plan Details

Plan / Feature	Enterprise Edition Platinum	Enterprise Edition Gold
Number of Incidents / Hours per Year	Unlimited	Unlimited
Case-Tracking	Yes	Yes
Communication Method	E-Mail, Phone and Support Portal	E-Mail, Phone and Support Portal
Remote Troubleshooting	Yes	Yes
Toll-Free Support Escalation Hotline	Yes	Yes
24 X 7 X 365 Support	Optional for additional fees	Optional for additional fees
Severity 1 Response Time (Production Systems Only)	1 Business Hour	4 Business Hours
Severity 2 Response Time (All Systems)	2 Business Hours	1 Business Day
Severity 3 Response Time (All Systems)	4 Business Hours	2 Business Days
Severity 4 Response Time (All Systems)	4 Business Hours	2 Business Days
Remote Assistance Packages	3	0
Consultative Support Hours	24	18
Web Based Training Classes	3	0
Named Contact(s)	2	1

** All Response Times are based on Customer's Local Time, Monday through Friday, 9:00 am to 5:00 pm, excluding Pentaho holidays*

Both Gold and Platinum subscriptions include:

- Unlimited support incidents
- Guaranteed minimum response time
- Telephone or e-mail support options

Enhanced Functionality - Feature Details

Feature	Details
Single Sign-On Support	<ul style="list-style-type: none"> Provides integration with Central Authentication Service (CAS) to allow integration with 3rd-party applications and directories
Audit reports	<ul style="list-style-type: none"> Provides pre-built reports describing system activity including user activity and content usage Allows administrators to optimize content delivery and system configuration
Content Expiration	<ul style="list-style-type: none"> Performs deletion of content as an automatic process based on the number of days it exists Helps enforce company document retention policies Reduces "clutter" of excess, outdated reports
Streamlined security configuration	<ul style="list-style-type: none"> Simplifies and accelerates integration with LDAP and other directories
Application diagnostics	<ul style="list-style-type: none"> Provides visibility into overall application status and health Includes tools to validate configuration of the system including repository access, system settings, Web application settings, and email.
Repository Utilities	<ul style="list-style-type: none"> Improves reliability and accelerates upgrade by allowing administrator-configurable exports of Pentaho repository information
Performance monitoring	<ul style="list-style-type: none"> Helps ensure consistent performance by allowing administrators to monitor critical application information including the number of users logged on, active users, activity volume, response times, and more
Clustering	<ul style="list-style-type: none"> Supports configuration of multiple clustered servers Allows for failover and load-balancing in production applications
Lifecycle management	<ul style="list-style-type: none"> Tracks repository versioning for updates, recovery, archiving and auditing Allows changes to test system to be deployed to production system
ETL management and monitoring	<ul style="list-style-type: none"> Allows administrators to monitor ETL performance trends over time Provides customizable thresholds for ETL execution Delivers real-time control giving administrators the ability to pause, stop, and restart live ETL jobs