



THE VALUE OF YOUR HORTONWORKS SUBSCRIPTION

Your data management ecosystem is the foundation of your business. It must be secure, reliable and scalable. And it must grow and adapt along with your business needs. Along with our 2,100+ partners, Hortonworks provides the expertise, training and services you need to unlock transformational value for your organization across any line of business. We leverage the power of a truly open source enterprise solution to deliver enterprise products that are certified and tested to run on your hardware systems. And to ensure your success, we offer far more than a support contract, we offer a truly collaborative relationship.

POWERFUL ENTERPRISE PLATFORM

A Hortonworks subscription gives you an enterprise-class application platform that adapts and grows with your business. With it, you can access a range of support services and connect to a team of uniquely qualified and skilled professionals. Your subscription allows you to take advantage of Hortonworks' position as a leading innovator in open source data, and leverage the industry relationships Hortonworks has built in the open source enterprise community. So you can build and deploy the IT infrastructure that your business requires – one that's reliable, flexible, easily manageable and secure.

COLLABORATIVE SUPPORT RELATIONSHIP

Traditional software business models involve vendor lock-in, licenses, and support and maintenance agreements. In addition to being more costly and less flexible, these models restrict your ability to contact the vendor to times when something goes wrong, and you usually have to pay each time. Your Hortonworks subscription, however, is a truly collaborative consultative relationship and we encourage you to stay in close touch with us at all times, not just when there's a problem. When you connect with the Hortonworks support team, you'll be working with leaders in the open source data management community who have world-class expertise and unrivaled skill sets. You can contact Hortonworks to leverage our expertise during all phases of planning, testing, deploying, maintaining and upgrading your infrastructure.

BUILT ON 100 PERCENT OPEN SOURCE

Because Hortonworks offers the world's only enterprise big data solution powered by 100 percent open source technology, your subscription enables you to take advantage of all that truly open source enables: scale, cost savings, resilience, flexibility and speed. Our platforms' universally accepted framework is supported by a thriving and connected data platform ecosystem whose diversity can help make data management services a true business enabler.

With Hortonworks, you can innovate, integrate and operate at open source speed, leveraging our innovation in open source communities such as Apache Hadoop®, NiFi and Spark to expand your capabilities and operate more effectively.

"When our team ran into an issue, your support team was unbelievable. During an evaluation between your distribution and other vendors, you gave us code that we could give to the other vendors to help them out. The competitors didn't do that... I want Hortonworks because they have the ability to get the job done."

~ DoD Customer

YOU CAN DEPEND ON YOUR HORTONWORKS SUBSCRIPTION TO DELIVER:

Enterprise software

Your Hortonworks Data Platform (HDP®) and Hortonworks DataFlow (HDF®) subscriptions give you anytime access to all supported versions of the software, including all security updates and bug fixes.

Hortonworks offers thirty-six (36) months of support from the general availability of a new major release.

Tested and certified software solutions for your hardware

To create innovative joint solutions, Hortonworks has established relationships with thousands of software and hardware vendors. This allows Hortonworks to ensure the performance of the applications your business relies on, and at the same time helps hardware vendors to showcase the reliability and performance of their products. With more than 2,100+ partners, this dual approach has enabled Hortonworks to create one of the largest technology certification ecosystems in the world.

World-class expertise

With a Hortonworks subscription, you are connected to a uniquely qualified and skilled team of Apache Hadoop® professionals with deep experience running the entire Apache Hadoop® stack in production, at scale, on demanding workloads. Your subscription provides expert technical assistance for implementing solutions designed to cover the entire lifecycle – from development and proof-of-concept, to QA/testing, to production and deployment. Additionally, you also enjoy access to our extensive knowledgebase and case study collection, as well as our portfolio of reference architectures – examples of real-world, customizable deployments. Remember, you can take advantage of Hortonworks expertise anywhere in your deployment lifecycle,

not just when you have a problem. We know that software deployments done the right way initially require less support during operation.

Support

Your subscription gives you global access to award-winning Hortonworks technical support up to 24 hours a day. Our highly trained engineers ensure that you will be working with someone who immediately understands and can resolve your issue. The best support means getting the right answer, right when you need it

“HDP has helped democratize data in the DoD, enabling a much larger part of the organization to move our mission forward. Hortonworks was the glue that kept our ecosystem together and allowed us to focus on our mission.”

~ JIDO

Proven security

Hortonwork’s best-in-class Customer Success Team works with our customers, partners, security monitoring groups, and the worldwide open source community to identify security vulnerabilities. Hortonworks prioritizes and expedites the inclusion of security patches and bug fixes into Hortonworks software faster than they can be incorporated into a formal Apache release. And Hortonworks has a proven track record of notifying customers and fixing critical vulnerabilities quickly, often within a matter of hours after their discovery.

Cost advantage

Hortonworks delivers software and services by subscription, so you avoid all license or upgrade fees. And Hortonworks does not charge additional maintenance

fees, user access fees or per-incident support fees. Your Hortonworks subscription allows you to unlock the full value of your software in a cost-efficient and predictable fashion.

Flexibility

Because Hortonworks subscriptions aren’t version-specific and are transferrable among your servers, no additional costs are incurred by migrating workloads from legacy systems to the newest hardware. Additionally, subscriptions for Hortonworks software products are available for a number of operating systems and are portable between physical, virtual and cloud-based servers.

Open source, interoperability and centralized core advantages

Only Hortonworks offers an enterprise big data solution truly built on 100 percent open source with all the advantages this community-based approach gives for real time improvement and freedom from typical development constraints. While others may make this claim, their platforms are not entirely open and any proprietary code blocks interoperability. This can also make it more difficult to port applications to other platforms and lock out other vendors’ solutions, restricting customer choice.

With the many Hadoop distributions and data rich applications available, the lack of industry standardization can create interoperability and portability challenges with each vendor creating their own different adaptation of the open source or going off the trunk. However, as a part of the Apache community, Hortonworks follows its clear process for managing the Hadoop ecosystem roadmap, ensuring it’s compliant with the community release process and remains on the Apache trunk.

CLEAR VALUE

Your application and system architecture isn't something to take lightly. Indeed, your success depends on its optimal performance. So don't rely on software vendors that treat subscriptions as "insurance policies" and are only interested in you when problems arise. Instead, depend on a true partner – Hortonworks. Your subscription gives you a robust, flexible and scalable IT application platform that consistently meets your

security, performance and budget goals. Our best-in-class expertise and culture of support and innovation will back you throughout your entire infrastructure life cycle. Whether your needs are simple or complex, we are dedicated to delivering value through your Hortonworks subscription, providing the technology, expertise and value you need to thrive both today and tomorrow.

“The 100% open-source framework for Hortonworks permits us to leverage the much larger open-source community.”

~ Arizona State University

About Hortonworks

Hortonworks is an industry leading innovator that creates, distributes and supports enterprise-ready open and Connected Data Platforms and Modern Data Applications that deliver actionable intelligence from all data: data-in-motion and data-at-rest. Hortonworks is focused on driving innovation in open source communities such as Apache Hadoop, Apache NiFi and Apache Spark. Along with its 1,800+ partners, Hortonworks provides the expertise, training and services that allow customers to unlock transformational value for their organizations across any line of business.

Contact

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