

Spin up advanced assistance

Gain exclusive access to expert guidance and dedicated resources designed to help you implement, customize, and maintain your deployment of Open OnDemand—while supporting the long-term sustainability of the web portal.



Subscriber Benefits

Expert Consulting, Dedicated Support:

- Access special office hours to directly consult with our team.
- Submit technical issues to our GitHub repository and get fast, expert responses.
- Connect with us privately on Discourse and Slack during standard U.S. business hours.

Early and Priority Access:

- Get early access to software upgrades and patches.
- Receive special invitations and support at major industry conferences such as PEARC and SC.
- Join our Advisory Group meetings and help shape the future of Open OnDemand.

Free	Basic	Pro	Elite
All Open OnDemand clients have access to free support services.	All the benefits of Free + priority support channels and early releases.	All the benefits of Basic + private support sessions on a set calendar and event exclusives.	All the benefits of Pro + scheduled private support sessions when they work for you and priority access to Open OnDemand staff.
<ul style="list-style-type: none">✓ Public office hours✓ Public discussion boards✓ Public GitHub troubleshooting✓ Public events	<ul style="list-style-type: none">✓ Private Discourse & GitHub access✓ Early access to updates	<ul style="list-style-type: none">✓ 3 private support sessions per quarter on a set calendar (add-on sessions available; see reverse)✓ Recognition at public events✓ Special event invitations✓ Exclusive brand items	<ul style="list-style-type: none">✓ 6 private “choose your time” support sessions per quarter (add-on sessions available; see reverse)✓ Support via email✓ Access to special developer sessions at major public events

Double your support sessions

At the Pro and Elite levels, additional support sessions can be added as needed each quarter. The Pro level can add an additional 3 private support sessions on a set calendar, and Elite level subscribers can add an additional 6 private “choose your time” support sessions.

Pro	Elite
✓ Upgrade from 3 private support sessions to 6 private support sessions on a set calendar per quarter	✓ Upgrade from 6 private “choose your time” support sessions to 12 private “choose your time” support sessions per quarter

Ensure Open OnDemand Sustainability

By subscribing to the Open OnDemand Support Program, your institution will help sustain the long-term viability of the web platform, which is now used by thousands of research computing centers around the globe. Direct financial support, in addition to an established governance structure and affinity groups, ensures that Open OnDemand will remain an effective resource for helping institutions make high performance computing accessible to researchers and students and will accelerate its adoption and implementation internationally.

Ready to get started?

Visit openondemand.org/subscribe for more information or email info@openondemand.org to enroll in the Open OnDemand Support Program.



Department of
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Contact Us

visit openondemand.org/subscribe or email info@openondemand.org