

CloudBees Jenkins Support

Expert technical support from the #1 Jenkins sponsor

Jenkins® is the leading continuous integration (CI) and continuous delivery (CD) platform today and widely adopted by organizations looking for a flexible, powerful, open source solution to automate their software delivery pipelines. With millions of users contributing to more than 1,400 plugins in the Jenkins ecosystem, innovation can sometimes outpace quality assurance and jeopardize the ability for development teams to standardize their tools efficiently. As Jenkins use increases throughout your organization, more challenges arise to address:

- » **Reliability** - What can you do to minimize the risk of downtime when upgrading Jenkins?
- » **Performance** - Who can you rely on for best practices and fast, accurate, solutions to problems?
- » **Compliance** - How do you ensure plugin compatibility and reduce unnecessary business risk?

CloudBees Jenkins Support is the solution to all of the above, providing the only fully-supported distribution of Jenkins with curated plugins, proactive security fixes and expert support. Rigorously tested for quality and interoperability by the CloudBees engineering team, users are provided with enterprise-proven recommended configurations and a guided upgrade path. With 24x7 support from Jenkins experts, development teams gain peace of mind because critical delivery pipelines won't be delayed by Jenkins downtime.

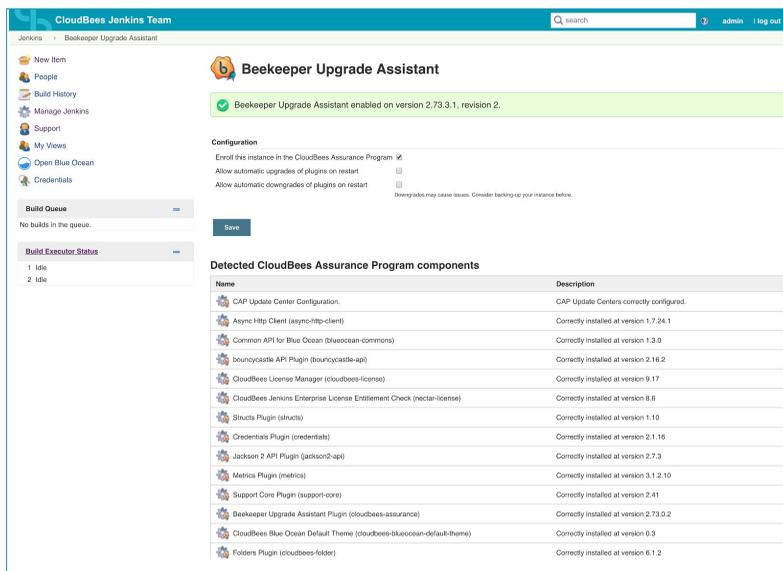
	Standalone Jenkins	CloudBees Jenkins Support
24x7 technical support		X
Rock-solid Jenkins core		X
Guaranteed plugin compatibility		X
Ecosystem of 1,400 plugins	X	X
Easy, risk-free upgrades		X
Best-in-breed CI/CD platform	X	X
Guided path to continuous delivery		X
Intelligent, self-serve knowledgebase		X

ABOUT CAP AND BEEKEEPER

Risk-free upgrades don't come easy. The CloudBees Assurance Program (CAP) is a rigorous vetting process. Hundreds of hours of testing are conducted on the Jenkins core and a select set of the most popular community plugins. Every month, CAP delivers a growing list of verified plugins and a recommended configuration based on a recent Jenkins long-term support (LTS) release. CloudBees users can have peace of mind with seamless upgrades and avoid being overwhelmed by thousands of plugins, choosing only those that work reliably with their favorite DevOps tools.

“We have support contracts for many products and services that we use, but CloudBees support stands out from all of them.”

Petter Storseth, head of strategy and architecture, Evry



KEY COMPONENTS



24x7 Jenkins Expertise

Trust the Jenkins experts to provide accurate, enterprise-grade support and resolve issues quickly



Rock-Solid Jenkins

Deploy with confidence on a CloudBees assured distribution of Jenkins and maintain your recommended configuration



Risk-Free Upgrades

Peace of mind that Jenkins upgrades will run smoothly without a doubt about plugin compatibility

HOW IS IT DIFFERENT FROM JENKINS?

CloudBees Jenkins Support builds on the power of Jenkins to address the business-critical needs of modern software development and provides a rock-solid distribution of Jenkins core, 24x7 technical support and a curated catalog of plugins - guaranteed to work every time. Plugin updates and improvements to Jenkins core are delivered in monthly releases from the CloudBees Assurance Program (CAP). Within CAP, each distribution undergoes rigorous testing to ensure stability and risk-free upgrades. CAP is a significant engineering investment driving unique features, such as Beekeeper Upgrade Assistant - our upgrade tool that scans for security and compatibility issues, informing you of any potential issues before you install an update. CloudBees Jenkins Support is the right fit for organizations in need of a stable Jenkins distribution, verified plugins and expert assistance.

FEATURES AND BENEFITS:

KEY FEATURES	KEY BENEFITS
24x7 Technical Support <ul style="list-style-type: none"> » Access to Jenkins experts » Free, online Jenkins trainings » Self-serve knowledgebase on the CloudBees Network » Assigned customer success managers 	Resolve Problems Quickly and Accurately <ul style="list-style-type: none"> » Solve issues strategically and obtain best practices from our support team » Gain mastery of Jenkins in your own time » Fast, intelligent, automated answers » Proactive engagement starting from on-boarding and continuing throughout the duration of your CloudBees subscription
CloudBees Jenkins Distribution <ul style="list-style-type: none"> » Stable, rock-solid distribution of Jenkins core » Monthly updates » Proactive security fixes 	Increase Stability and Upgrade Easily <ul style="list-style-type: none"> » Reduce the risk of downtime from instability » Stay up to date with the latest Jenkins innovation » Mitigate threats faster
Verified Plugins <ul style="list-style-type: none"> » Curated plugin catalog provides peace of mind for selection of community plugins » Rigorous testing of Jenkins core with CAP-supplied plugins » In-depth testing of open source plugins, individually, as well as interoperability testing to avoid plugin conflicts » Beekeeper Upgrade Assistant 	Eliminate Quality and Interoperability Concerns <ul style="list-style-type: none"> » Guaranteed compatibility the first time » Ensures stability and upgradeability » Reduces guesswork about plugin compatibility and quality » Notifications on upgrades, security and interoperability issues

Request Jenkins Support Today!

Contact us: info@cloudbees.com



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