# Supported Open Source: Scaling Innovation for Enterprise-Grade Mission Success

Reliable, responsible and mission-ready: This is Cloudera's next-generation open source. As one of the earliest and most prominent champions of open source's power and promise, Cloudera is leading the way in public sector modernization enabled by open source innovation. Today, agencies are looking to embrace cutting-edge technologies, streamline IT management, secure their tech supply chains and increase visibility into their tools and services. **We take this work seriously.**



To meet this evolving demand, we're advancing our platforms for mission success—**fusing the revolutionary innovation of open source with the integration, customized support and service guarantee** you can only get from an experienced, professional enterprise IT services provider. Available as Public Cloud Platform as a Service (PaaS), as Private Cloud, and installable software for on-premise deployments, Cloudera subscription products and services are updated with useful new features, fixes and the latest security releases that **streamline your operations and maintenance across the data lifecycle.**

Cloudera protects and bolsters the value of open source by providing safeguarded access to a broader array of choices—**curated, security-optimized, and designed for today's enterprise and agency customers.** From our expansive testing and development, to our hand-in-glove ease of deployment, to our predictive support and proactive commitment, Cloudera delivers unparalleled customer experience to **guide decision-making and maximize ROI.**

Cloudera Government Support provides cleared US Citizens on US soil experts for every Cloudera offering—from the edge to AI—including all legacy Cloudera and Hortonworks components.

We're driving the roadmap for the industry standard big data platform: the enterprise data cloud. Here's a peek at what's under the hood.

Our key objectives:
- Align with and reinforce, not compete, with open standards
- Keep enterprise and agency customers free from lock-in
- Make clear Cloudera's value-add and protect our investments and customers

Open source is in our DNA. We are committed to:
- Using mainstream, industry recognized open source licenses
- Contributing all fixes and enhancements to upstream open source projects
   - Cultivating community—not just open source

## Value of Cloudera Subscription vs Self-Support

Cloudera: 24/7 Expert Guidance

- 1,000+ experts across product engineering and product support teams, including 275 Committers with 24/7 coverage
- All areas of expertise
- Multi-lingual availability

Self-support: Risky Business

- ~15 FTEs (5 FTEs x 3 geos)
- Limited expertise
- No proactive monitoring

As a trusted, expert advisor, Cloudera is your enterprise partner in **tailoring solutions that meet your unique requirements**. That means we're working with you to "**open source safely**" and with **full situational awareness**—meeting your organization exactly where you are in your modernization journey, and helping you get to where you want to be.

Why chance your mission with a "wild west" of unproven capabilities? The open source community delivers on innovation—but it can't guarantee an enterprise-grade solution that meets mission requirements.

## Open Source Troubleshooting

Share of Posts with No Answer **37%**

Posts with No "Acceptable Solution" **78%**

**20 Hours:** Average Wait Time for First Reply

**385 Hours:** Average Time to First Resolution

## Cloudera Proactive and Predictive Support

**35%**
Drop in Time to Resolution for Cloudera Support Customers

**11%**
Share of Tickets Automatically Created on Behalf of Customers Through Predictive Support Validations

**$5,600:** Average Cost Per Minute in a Major System Outage (Gartner)

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