TIGERA

Tigera Essentials

Application architectures are evolving. Modern applications are built as a highly dynamic distributed mesh of containerized micro-services, across public and private clouds.

This "cloud native" evolution drives an exponential growth in application connectivity: large deployments drive billions of remote API calls per second.

Such hyper-connectivity creates new challenges for developers and operations teams alike. They need infrastructure they can trust, built on open technologies and supported by experts. They need Tigera Essentials.

Tigera Essentials is designed for organizations seeking to take open source cloud native technologies into production without compromising on support and reliability. It delivers the open source software, support and services you need to successfully connect, secure and operate your mission-critical applications.

Connect	**Secure**	**Operate**
Leverage leading open source projects for app connectivity	Define and enforce developer-oriented network policies	Deploy in production with peace of mind of being fully supported

Open Source Technologies
Tigera Essentials includes the industry's leading open source technologies for cloud native application connectivity, including Calico, Istio, Flannel and CNI, integrated with your chosen orchestration environment.

Production Support
Your Tigera Customer Success engineer will support you from pre-deployment planning to responding to and resolving critical incidents, all backed by a production service level agreement (SLA).

Professional Services
Your Tigera Essentials subscription includes access to a comprehensive set of optional services to ensure your success, from design and implementation consulting, to network design and security reviews, training, and more.

Tigera Essentials Technologies

Project	Description	Benefit
Calico	● Network policy via Kubernetes API or Calico CLI ● Flat layer 3 networking with optional IP-IP overlay	● Dynamic firewall enforcement for pod and host level security ● Bare metal performance ● Easily route in/out of cluster
Flannel	● Overlay host-to-host networking including VxLAN connectivity	● Easily connect apps in any network environment
Istio*	● Service mesh control plane with sidecar layer 7 proxy ● Mutual TLS encryption	● Flexible control over routing of services for rolling upgrades, blue/green deployments, etc. ● Application layer security independent of network
CNI	● Standard pluggable networking layer in Kubernetes, DC/OS and other cloud native environments	● Facilitates interoperability and standard network operations

Tigera Essentials Services & Support

Service	Description
Technical Account Management	● Assigned named customer success engineer ● Engagements start with 2 hour architecture/project review ● Regular project review calls during planning phase
Expert Advice	● Access to Tigera experts for technical advice and queries relating to Tigera Essentials Technologies
Technical Support	● Assistance resolving production deployment issues with guaranteed response times and escalation process ● Premium (24x7x365) or Standard (9am-5pm) SLA
Portal Access	● Access to Tigera customer portal including ticket system, account information, latest updates, and knowledge base
Priority Feature Request Review	● Prioritized review by Tigera product management of your requests for enhancements and new features

Production Service Level Agreement

	Standard Support	Premium Support (24x7 business critical)	
Severity Level	Initial & ongoing response	Initial response	Ongoing Response
Critical	1 business hour	1 hour	1 hour
Major	4 business hours	2 hours	4 hours
Minor	1 business day	1 business day	1 business day
Informational	2 business days	1 business day	2 business days

* Supported in non-production environments only ** Two most recent stable releases *** Calico only

All specifications subject to change without notice. For current features, service definitions, and terms of business, contact your Tigera representative or visit www.tigera.io

Supported Environments

- Operating system
  - RHEL 7.x
  - CentOs 7.x
  - Ubuntu 16.04
  - Debian 8.x
  - CoreOS Container Linux (latest stable)

- Container Orchestration**
  - Kubernetes
  - CoreOS Tectonic
  - Red Hat OpenShift
  - Mesos***
  - DC/OS***

- Virtual Machine Environments
  - OpenStack (Neutron plug-in)***
  - Any hypervisor (VM host agent)***
  - Standalone Linux host***

- Public cloud
  - Amazon EC2
  - Microsoft Azure
  - Google Compute Engine
  - IBM Cloud
  - Digital Ocean
  - Packet.net

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