

open62541 Professional Services

Support Tiers & Pricing Structure

Validity Period 01.10.2025 – 31.12.2025

Support Tiers

	Community Support-Tier	Priority Support-Tier	Professional Support-Tier	Enterprise Support-Tier
Issue-Tracker, Code-Sharing and Discussion Forum	Public (Github)	Private (Email only)	Private Support Environment	
Support for Past Releases	Main-Branch Releases: stable	Main-Branch Releases: stable	Main-Branch Releases: stable, oldstable	Custom Long-Term Support
Developer Training	Paid o6 developer trainings	Paid o6 developer trainings	Included o6 developer trainings*	Custom on-site training
Security Vulnerability Notification and Coordinated Patch Release	Public disclosures	Public disclosures	Coordinated disclosures w/ embargo release time	
Software Bill of Material (SBOM)			Default	Customized
Documentation of the open62541 Development and Release Process				✓
Support and Development Artifacts for the OPC Foundation Certification Process				✓
Included Custom Developer Days**	-	2 days	5 days	10 days
Custom Developer Day Upgrade	-	1.200 € / day	1.200 € / day	1.000 € / day
Trier Price (annual)	-	2.999 €	14.999 €	24.999 €

* Max 4 training participations / year

** 1 on-site training / year included. Development of custom content as part of the developer days contingent.

*** The customer can access the developer days during the contract term.

Detailed Feature Description

- Issue-Tracker, Code-Sharing and Discussion Forum**
 In addition to the public Github, the work takes place under confidentiality in a private issue and discussion environment. In this environment, the customer can request development and consulting services, access dedicated code branches, and so on. The content provided therein can only be viewed by Fraunhofer IOSB and the customer.
- Support for Past Releases**
 The open62541 project creates a new stable release family (currently 1.4) ca. every 18 months. On Github the current main-Branch and the last stable release family are supported in the public forum. The Professional Tier Support receives support also for the oldstable release (the stable release family before the current stable release). Enterprise customers can request support for all past release families.
- Developer Training**
 The customer can participate in regular training courses on OPC UA and open62541 organized by o6 Automation GmbH. Enterprise customers can receive individual training (also on-site) on OPC UA and/or open62541. The agreement of training courses is subject to a lead time of 8 weeks.

- *Security Vulnerability Notification and Coordinated Patch Release*
 The customer becomes part of the coordinated disclosure of vulnerabilities. Fraunhofer IOSB manages known vulnerabilities in reports (machine-readable and PDF) according to the CVE Record Format JSON schema. The customer receives access to the repository of vulnerability reports and the corresponding patches for the affected versions. The CVE reports are not public. The fixes for newly known vulnerabilities in the repository are transferred to the public repository after a 30-day grace period. In addition, the customer can name the versions of the open62541 library in active use to be proactively alerted about relevant newly known vulnerabilities.
- *Software Bill of Material (SBOM)*
 The customer receives access to a list of the software components contained in the open62541 SDK and their licenses. The dependencies are provided as a CyclonDX XML specification and are updated on an ongoing basis. The configuration of the open62541 SDK allows individual components to be exchanged or alternative implementations to be selected (e.g. mbedTLS or OpenSSL). The customer can receive a customized breakdown of the dependencies in CyclonDX format during the project.
- *Documentation of the open62541 Development and Release Process*
 The development process of open62541 comprises documented process steps for development, quality assurance, release and maintenance. Access is granted to the documentation of the development process. With this, industry-specific certification-requirements for verifying the development process and continuous maintenance can be met.
- *Support and Development Artifacts for the OPC Foundation Certification Process*
 The customer is granted access to non-public artifacts and documentation of the certification of open62541 by the OPC Foundation (the contracted testing lab). The materials provided include the code of the example applications under test, the corresponding CTT (conformance testing tool) configuration, and the detailed test results. The customer can receive dedicated annual support for the certification of their own product for the official CTT. The desired profile can correspond to a maximum of the current certification level of the server. Due to restrictions on access to the CTT, no direct access to the CTT or the official log messages is granted. Configurations are checked and adapted as part of the support. The underlying version must have been published after the time of the last open62541 certification.