Appendix B: List of vendors supported by SoftwareOne MultiVendor Premium Support

Valid from 01.01.2025

Vendor	Product	Priority	2nd Level by SoftwareOne 8-18 CET	Involvement of Vendor
Microsoft	All products	A, B, C	\checkmark	\checkmark
A ACRONIS PLATINUM PARTNER	All products	A, B, C	\checkmark	\checkmark
C audiocodes	All products	B, C	\checkmark	0
Solution Partner	All products	B, C	\checkmark	0
AWS PARTNER Parties Marries	All products	B, C	\checkmark	0
uluulu CISCO	 Cisco IOS Cisco network components Cisco Catalyst, system router, Unity Express, ASA Cisco phone, Unified Call Manager 	B, C	\checkmark	0
CITTIX. Petror Plus	All products	A, B, C	\checkmark	0
O debian	All products	B, C	\checkmark	0



Vendor	Product	Priority	2nd Level by SoftwareOne 8-18 CET	Involvement of Vendor
Partner Google Cloud	All products	B,C	\checkmark	0
ivanti	Neurons for MDM (formerly MobileIron)	B, C	\checkmark	\checkmark
MariaDB	All products	B,C	\checkmark	0
NUTANIX	All products	B,C	\checkmark	0
ORACLE Platinum Partner	Databases	B,C	\checkmark	0
× PRO×MO×	All products	B, C	\checkmark	0
Red Hat Premier Business Partner Solution provider Cloud infrastructure	All products	B,C	\checkmark	0
Sophos Platinum Partner	All products	B,C	\checkmark	\checkmark
SUSE UNIXER Protect Annual	All products	B, C	\checkmark	0
	All products	B,C	\checkmark	\checkmark
BROADCOM PINNACLE PATNER VUMMARE Reseller VMMARE DAVISION	vSphere	B, C	\checkmark	0

O A valid support contract between the customer and the vendor is required for the integration of the manufacturer. SoftwareOne must be authorised to this contract.

* The agreed priorities can only be maintained if the product is in the manufacturer's life cycle. SoftwareOne provides 2nd level support for end-of-life products on a best-effort basis.





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