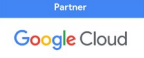
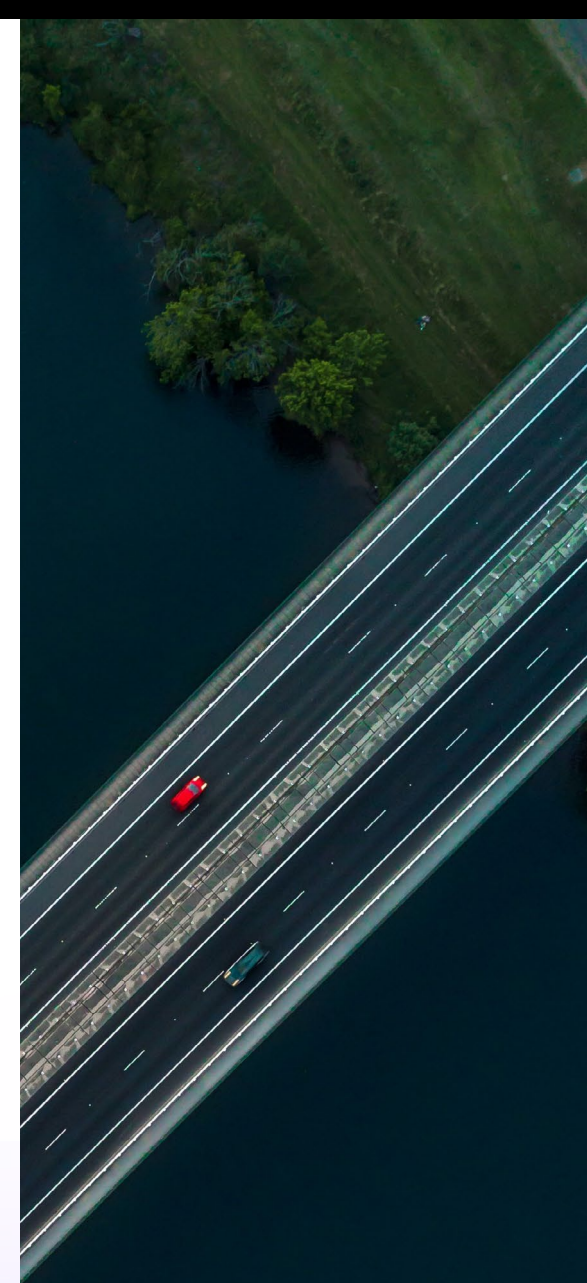


Appendix B: List of vendors supported by SoftwareOne MultiVendor Premium Support

Valid from 01.09.2026

Vendor	Product	Priority	2nd Level by SoftwareOne 8-18 CET	Involvement of Vendor
 Microsoft	All products	A, B, C	✓	✓
 ACRONIS PLATINUM PARTNER	All products	A, B, C	✓	✓
 audiocodes	All products	B, C	✓	○
 SILVER Solution Partner	All products	B, C	✓	○
 AWS PARTNER	All products	B, C	✓	○
 CISCO	• Cisco IOS • Cisco network components • Cisco Catalyst, system router, Unity Express, ASA • Cisco phone, Unified Call Manager	B, C	✓	○
 citrix	All products	A, B, C	✓	○
 debian	All products	B, C	✓	○
 Partner Google Cloud	All products	B, C	✓	○



Vendor	Product	Priority	2nd Level by SoftwareOne 8-18 CET	Involvement of Vendor
 MariaDB	All products	B, C	✓	O
 NUTANIX	All products	B, C	✓	O
 Oracle Platinum Partner	Databases	B, C	✓	O
 PROXMOX	All products	B, C	✓	O
 Red Hat Premier Business Partner Solution provider Cloud infrastructure	All products	B, C	✓	O
 Sophos Platinum Partner	All products	B, C	✓	✓
 SUSE	All products	B, C	✓	O
 TREND Micro Gold Partner	All products	B, C	✓	✓
 Veeam Value-Added Reseller Platinum	All products	B, C	✓	O
 BROADCOM Pinnacle Partner VMware Reseller VMWARE DIVISION	vSphere	B, C	✓	O

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.



Visit us at
www.softwareone.com

DE phone: +49 341 2568 000
email: info.de@softwareone.com

AT phone: +43 1 878 10 0
email: info.at@softwareone.com

CH phone: +41 844 44 55 44
email: info.ch@softwareone.com

