

## CVS Professional and CVSNT

The most flexible and feature rich version control system available

# Supporting versioning systems across the enterprise

Version 2.0



CVS is the world's most deployed version control system for the software development business. Today companies need to minimise risk and ensure the security and stability of the software that keeps them running. With March Hare CVS Professional Support, they can.

Global corporations right through to small and medium businesses have found that CVSNT is the ideal version control tool for Windows, Mac OS X, Unix and Linux .

### Open Source and Professional Support

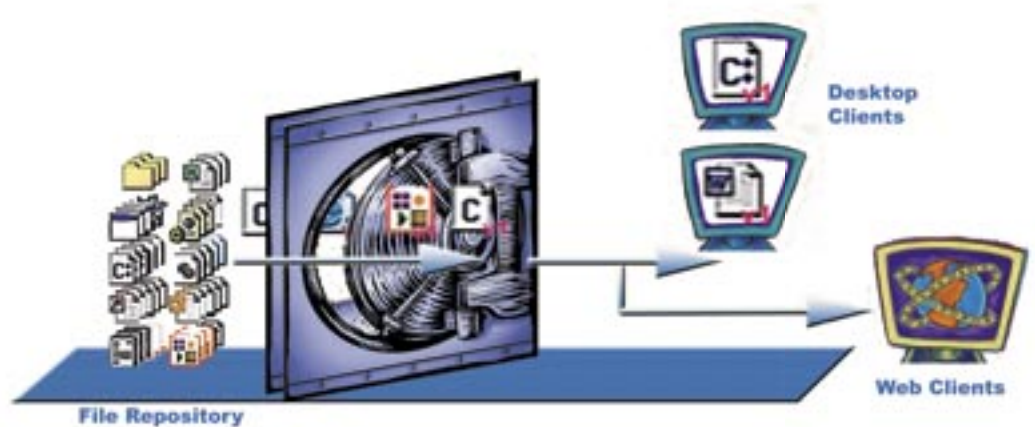
The CVS software is free and March Hare provide worldwide support including security update notification, patches, telephone support, installation and training. March Hare can guarantee this support because the people who have been developing CVS since 1999 work for us.

### Under Active Development

The most active and rich open source version of CVS is supplied by March Hare Software. We call this CVSNT.

Tony Hoyle who has coordinated development since 1999 now works with a team at March Hare Software Ltd. (UK) to ensure that CVSNT remains the most flexible and feature rich version control system available.

Regular patches and feature releases have always been a hallmark of CVSNT which will continue now with the support of March Hare.



CVS architecture provides for secure access via a number of clients. On the server backup and maintenance is simplified by the open repository format.

### Cross Platform

CVSNT is fully integrated into the Win32 system (Windows NT / 2000 / XP / 2003) including the Control Panel and Active Directory.

CVSNT is also supported on Mac OS X, Unix and Linux. Clients and servers can be any mixture of supported platforms.

Supported front end software include Traditional (WinCVS), Windows Explorer add-in (TortoiseCVS), Web (CVSWEB/ViewCVS) and Java clients.

Platform support will continue to be expanded to include MVS, OS/400, VMS, 64bit Windows, Windows Clusters and more.

### Wide support for secure protocols

You can control access to

the version repository using authentication via all standard CVS protocols, plus Windows specific SSPI and Active Directory. Secure transport support via sserver or encrypted SSPI.

### A mixture of support plans to suit all organisations

All support plans provide customised security issue notification, regular patch delivery, maximum two week wait for fixes, telephone support and input into future feature development.

If your organisation requires support for the IBM zSeries or iSeries, multi site, multi region, on site support or customised development then there is a support plan to suit you.

### Installation and Training

If your organisation is new to

CVS or change management then it is essential that the software is installed and correctly configured to match the requirements of your organisation and your culture.

CVS's flexibility can translate into decision paralysis for an organisation new to corporate configuration management.

March Hare assist with our proven QuickStart requirements analysis programme to ensure that CVS is configured and up and running promptly. Administrator and User training is also available.

Additionally we can integrate CVS with defect tracking systems (e.g.: Bugzilla), build management / tree management systems, and provide a range of management and auditing reports.

# Delivering security and support on time and on budget

## Personalised alert of security issues and security patches

Your administration and/or security teams will be alerted to CVS security issues and patches on your terms. In today's operating environments it is essential to be able to respond quickly to security issues, and have them resolved before you read about it in the press. With the personalised alert you will be informed of these issues and our recommended action (patch level etc) by any of: telephone, pager, SMS, e-mail, fax, letter.

## Priority bug fixes (patches issued every two weeks)

When a customer reports a bug in CVS it will be patched within two weeks. Regular patches will be available which customers may choose to install if they are effected by a resolved issue. More major updates and patch rollups will be provided each quarter.

## Priority feature request

The people who know CVS best are the people who are using it to support their business. We want to add features to CVS to make it more useful in practice. For this reason our CVS development team put the

highest priority on developing features that are suggested by support customers.

## Platform Builds

We provide binary (executable) copies of CVS for Solaris, HP-UX, Windows and Mac OS X. Multi Site Plus and Enterprise customers, and optionally Single Site Plus and Multi Site Basic customers are provided with binary (executable) versions of CVS for their specific operating environment, whether it be OS/400, SCO Unix, NCR or any other.

## System down on-site response

When the ability to build releases and effectively manage your development team are critical to your business then you may not be able to afford any down time on your CVS repository – no matter what the cause. Multi Site Plus and Enterprise customers are guaranteed on site support for returning the CVS repository to operational status.

## Telephone support

Site administrators may call our regional telephone support

centres in the UK, Australia and soon in the USA, to report problems, discuss operational issues or request features. We also offer a complete online issue management and defect tracking system so you can create and track issues online.

## Pay for feature

Whilst we endeavour to add features to CVS regularly – there may be a feature that is of benefit to your organisation that is very specific to your industry or company culture. This may make it difficult for us to address quickly. If it is of significant benefit to you then Multi Site Plus and Enterprise customers can pay to have the feature added in the next release.

## Administrator Training

Training for up to 3 administrators on how to administer the CVS repository, server and clients, covering architecture, design limitations, backups, maintenance, disaster recovery, and more. There are many features of the CVS server that an administrator can use to integrate it with defect tracking tools (such as Bugzilla), auditing processes, project management and

more. This course instructs your administration team so they are equipped to deliver configuration management support to your organisation.

## User Training

Training for up to 15 users on CVS, Configuration Management and Version Control. The course covers what you can do with CVS locally as well as remotely, CVS clients (eg: WinCVS and Tortoise), and the benefits of using Version Control. This course is adaptable so we can cover some of your business process as well (requires Installation and Configuration).

## Installation and Configuration

This is the fastest way to get up and running with CVS. We spend a half a day analyzing your requirements, Install and Configure CVS and CVSWEB and import your available source code and document the basic user and administrator procedures for you. We can also optionally install bug tracking and tree management software

Feature	Single Site		Multi Site		Enterprise
	Basic	Plus	Basic	Plus	
Personalised alert of security issues and patches	✓	✓	✓	✓	✓
Priority bug fixes	✓	✓	✓	✓	✓
Priority Feature request	✓	✓	✓	✓	✓
Platform builds		○	○	✓	✓
System down on site response				1 week	same day
Telephone support (response time)	2 hour	2 hour	2 hour	1 hour	immediate
Pay for feature				○	○
Maximum users	10	50	50	150	Over 150

See pricing guide on the web site for support plan pricing in most major currencies.

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