

# training and support for open source technologies

The Internet is partially responsible for the increased popularity of open source projects and the open source-licensing model, because it has helped make them more cost effective and efficient for programmers to collaborate on development projects and distribute software among themselves and to customers.

When considering the viability and longevity of open source software it is important to remember that the characteristics of software vary widely whether developed using an open or closed model. Many open source packages are rock solid and superior to their closed source counterparts. Examples include the Apache web server, Linux operating system, SendMail email server, PHP and MySQL.

There are several models or approaches for developing software applications. The most common model is closed source, also known as commercial software.

Closed source or commercial software applications are owned by a person (or organization) and the source code is usually not included; the buyer pays only for the right to use the program but does not own it. On the other hand, open source programs always include source code for those interested in contributing to the development effort or simply curious about how the program was written. Open source software and source code are made available without cost or obligation.

Whether using software developed under an open or closed model, the key to successful deployment is the quality and availability of support.

To help individuals and organizations adopt and/or integrate Open Source technologies, we provide training and online technical support.

Our online technical support is live 24/7 and operates through a global network of experts who provide technical support to novices as well as advanced users, anywhere, anytime

