HAPEE – HAProxy Enterprise Edition – includes all the additional modules of HAProxy, the high-availability load balancing open source software in an optimized packaged version for simpler implementation and maintenance. Thanks to our advanced support offer and expert assistance, Exceliance delivers the best of open source backed by our guarantees.

HAPEE: a controlled, scalable solution
HAPEE is made up of a set of open source modules and scripts often used in conjunction with HAProxy and which provides several features essential for the reliability and performance of your application platforms.

Our team handles their integration with your platform; you avoid deployment problems (management of dependent libraries, conflicts with other software installed, no 64-bit support, etc.) and save considerable time.

HAPEE delivers a controlled and optimized version of all key components, which facilitates implementation and daily operations. Our team validates software compatibility and integrates patches in order to simplify software updates and reduce the associated risks.

Why choose HAPEE?

Reputation: HAProxy is used worldwide and on very demanding platforms.

Reliability: Not one security vulnerability or failure has been found since the product was launched 8 years ago.

Ease of use: Every module is pre-configured and validated for your environment.

Flexibility: Easy to integrate in virtual environments (such as XEN).

Security: You control your update and security policy.

Low cost: Excellent price / performance ratio and extensive features.

Scalable: May be deployed and dimensioned according to your needs.

Assistance: Unrivaled HAProxy expertise from a proactive and bilingual (French/English) team.

Load balancing to accelerate your applications
All service platforms based on a network infrastructure (such as messaging systems, databases, LDAP directories, and Web portals) can be easily optimized through load balancing. This traffic regulation method offloads servers and makes full use of their capacity; it also allows to adapt to increased connections, or to changes in applications.

High availability to guarantee service
Corporate application platforms have become critical for the enterprise. They must provide high availability and guarantee full continuity of service for users, as well as internal and external clients. HAPEE meets these requirements thanks to its extensive feature set, backed by the service level offered by Exceliance.

High application availability
• Smooth server shutdown
• Overload protection
• Continuous server monitoring
• Session persistence management
• High balancer availability (VRRP)
• HTTP header management via access control lists (ACL)

Application performance
• Management of server logs in offload mode
• TCP/HTTP acceleration via buffering
• Dynamic connection control
• Early release of connections

Security
• Protocol validation
• Blockage of information leaks
• Protection against DoS, DDoS, worms, SQL injection,...
• Management of white/blacklists and URL restrictions
• Filtering of HTTP / HTTPS queries and replies

Compatibility
• Protocol compliance
• Integration with standard operating systems
• Backwards compatible with HAProxy configurations
## Support service levels

Incidents are classified by the extent of their impact on the production environment:

- **Level 1**: critical incident which blocks production
- **Level 2**: priority incident which has a major impact on production
- **Level 3**: significant incident which has a low impact on production, yet which may block services
- **Level 4**: minor malfunction which limits certain features necessary for production
- **Level 5**: no incident, but assistance required for configuring the integration or running diagnostics

## Scope of support and assistance

Support is provided for level 1 through level 4 incidents which impact on HAPEE modules. Assistance covers the configuration, optimization, or integration of HAPEE, as well as low-priority level 5 requests. This is managed via tickets representing 2 hours of support.

## Comparison of HAPEE versions

<table>
<thead>
<tr>
<th>Modules</th>
<th>HAPEE Starter</th>
<th>HAPEE Business</th>
<th>HAPEE Premium</th>
</tr>
</thead>
<tbody>
<tr>
<td>HAPoxy</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>High availability (VRRP)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Measurement templates</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Log management (Syslog NG)</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>SSL management (stunnel)</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Monitoring (SNMP)</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Optimization scripts</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Advanced statistics</td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Supported version(^1)</td>
<td>current</td>
<td>V minus 3 years</td>
<td>V minus 5 years</td>
</tr>
<tr>
<td>Maintenance, updates, and support</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Assistance</td>
<td></td>
<td>includes 2 tickets</td>
<td>includes 6 tickets</td>
</tr>
<tr>
<td>Support contact</td>
<td>Web</td>
<td>Web, E-mail</td>
<td>Web, E-mail, phone</td>
</tr>
<tr>
<td>Support availability</td>
<td>8h x 5d</td>
<td>10h x 5d</td>
<td>24h x 7d</td>
</tr>
<tr>
<td>Assistance availability</td>
<td></td>
<td>10h x 5d</td>
<td></td>
</tr>
<tr>
<td>Response time for level 1 or 2 incidents</td>
<td>Best effort</td>
<td>D+1</td>
<td>H+4</td>
</tr>
<tr>
<td>Response time for level 3 or 4 incidents</td>
<td>Best effort</td>
<td>D+1</td>
<td>H+8</td>
</tr>
<tr>
<td>Response time for assistance requests</td>
<td>Best effort</td>
<td>Best effort</td>
<td>D+2</td>
</tr>
</tbody>
</table>

### Pricing

<table>
<thead>
<tr>
<th></th>
<th>HAPEE Starter</th>
<th>HAPEE Business</th>
<th>HAPEE Premium</th>
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<tbody>
<tr>
<td>Annual subscription</td>
<td>free</td>
<td>€950</td>
<td>€1,415(^2)</td>
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<tr>
<td>2 year subscription</td>
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<td>€1,700</td>
<td>€2,250(^2)</td>
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<tr>
<td>3 year subscription</td>
<td>free</td>
<td>€2,200</td>
<td>€2,925(^2)</td>
</tr>
<tr>
<td>Pricing</td>
<td></td>
<td>per physical or virtual server</td>
<td>per group of 6 physical or virtual servers</td>
</tr>
</tbody>
</table>

\(^1\) period limited to official support of operating systems used.
\(^2\) price per server, applicable per group of at least 6 servers.

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**Supported distributions**

- Red Hat Linux Enterprise (and CentOS) 5.2 or later (i686 and x86_64)
- Solaris 10 (x86 and sparc)

Other distributions may be supported, upon request.

## Cycle de vie du produit

Le cycle de vie de chaque version s'étale sur 5 ans et se décompose en trois phases :

### Phase 1 : Production, from launch to 2 years

- Minor, major, and critical patches
- Support and assistance
- Backporting of minor features

### Phase 2 : Maintenance, starting from the third year

- Major and critical patches
- Support and assistance

### Phase 3 : Extended maintenance, 4th and 5th years

- Critical patches
- Support and assistance (for Premium contracts only)

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