Liferay Enterprise Subscription Benefits

For over a decade, Liferay has been delivering a flexible and powerful platform to its community users and customers. With our strong open source roots, we pride ourselves for providing core portal functionality that users all around the world can use.

However, for businesses that need to deliver an enterprise-grade solution, they will need the support, maintenance, legal assurance, exclusive resources, and infrastructure services that are only provided through our Liferay Enterprise Subscriptions.

What's Included in a Liferay Enterprise Subscription?

To ensure the performance and security of business-critical projects and solutions, leverage a Liferay enterprise subscription to gain access to our **enterprise-grade software, Liferay DXP, with a full package of support, maintenance, and legal assurance services.**

This means that customers are able to use the cutting-edge flexibility and innovation of an open source technology for their business needs at a lower total cost of ownership.

With a Liferay subscription, customers receive the resources necessary to run mission-critical solutions including:

- **Access to our Customer Portal.** Liferay's Customer Portal is a support hub where customers have exclusive access to the latest product downloads, official documentation, software updates, and other valuable resources for their projects. It includes an extensive knowledge base with a library of step-by-step articles covering common topics like installation, staging, upgrades, and authentication.

- **Technical Product Support.** The Liferay team has experience working with thousands of customers in different industries and countries. As a result, our expert support team has encountered and created fixes for most of the issues your team might run into. The team not only fixes problems as they arise, but are also working to identify and fix issues through extensive quality testing before they even become problems. Our team is with customers from the start of their project, providing quality resources during the initial stages of implementation and later plans for ongoing development.

  If your project requires additional support, our Global Services team is also available to help with services such as migration, implementation, and managed services.

- **Software Maintenance.** On the newest versions of Liferay DXP, Liferay will perform a complete bundle release that will contain the entire product including updates and fixes, in place of partial updates. Liferay will also provide rapid notification of security issues, bug resolution, testing, evaluation, and transmission of any bug fixes.

- **Legal Protection.** We care about protecting our customers and ensuring that they are able to maintain business continuity with their Liferay project. If an intellectual property infringement claim does arise, our goal is to keep our customers up and running. Liferay will:

  1. Repair or replace the code in question

  2. Find an alternative solution to use

  3. Purchase any necessary rights for continued use of the code

  If these efforts do not succeed in stopping a claimant from filing a claim, Liferay will step in and defend the customer, including litigating the claim and paying legal fees. For more information, read the full agreement on our website at liferay.com/legal.

What Are the Benefits of a Liferay Subscription?

Without a Liferay subscription, users won't have the enterprise-grade level support or services needed to deliver business-critical digital solutions. A Liferay subscription helps to make those solutions even more powerful and effective, at an overall lower total cost of ownership.

Perpetual License and EOL

Enterprise customers are given a perpetual commercial license for on-premise products which means that even when a subscription is terminated, customers can still run their Liferay projects without interruption. This ensures that Liferay only makes money when we continue to provide value through our subscriptions year after year, which keeps us committed to doing what is best for our customers.

In addition, Liferay Digital Experience Platform (DXP) is offered with an End of Life Policy, which ensures the availability of ongoing maintenance, updates, and support services. Learn more here.

Our cloud offerings, Liferay Experience Cloud and Liferay Experience Cloud Self-Managed, are only available through an active subscription. However, customers on Liferay Experience Cloud Self-Managed who decide to not continue their subscription will still be able to leverage a perpetual license for Liferay DXP, but will be unable to access our cloud services.

Lowered Total Cost of Ownership

Since customers don't pay for licenses, they get to benefit from a unique subscription-based model that empowers them to leverage cutting-edge technology at a lower total cost of ownership.

Customers can avoid costly 3rd party services and support for critical issues, maintenance since this is included within a Liferay enterprise subscription.

Additionally, as an open source provider, Liferay is able to pass along benefits and savings to customers. Access to a thriving global developer community allows us to rapidly deliver new product functionality, while saving on development costs. Furthermore, since customers can see our source code, their teams are able to better leverage and utilize the platform for their needs.

Product Support Services

If customers run into any issue regarding their solution, they can contact the Liferay team to quickly get these challenges resolved.

Subscriptions come with several tiers of support that include access to both web based and phone support. Customers will be able to view articles in our help center, consult with designated contacts, and submit tickets. Additionally, depending on the level of support, customers will be able to access an emergency response within a certain timeframe.

Contact our sales team at sales@liferay.com to learn more about the different tiers of support we offer.

Enterprise-Grade Code and Security

Without enterprise-grade code, robust support, and access to the latest security patches and fixes, businesses put themselves at risk for a number of vulnerabilities including racking up unknown costs, not meeting compliance regulations, and leaking customer data.

Moving to an enterprise-supported version of Liferay means that you can rest assured the Liferay team will provide the services and tools needed to minimize these risks.

Additionally, our software has gone through extensive testing cycles and performance tuning in order to make sure it's ready for business-critical use cases. Our products have undergone rigorous testing based on the most widely accepted and comprehensive methods to ensure that our platform meets customer requirements for addressing security issues in an effective and proactive manner.

Relationship with Vendor

Our team is committed to your project's success and will be involved from the very beginning. Subscribers are also able to access Liferay's Global Services team, Customer Success team, and partner network to find resources to help implement projects on time and within budget.

Launching Your Digital Solutions with Liferay

Whether you need to deliver better customer experiences, increase employee efficiency, or streamline partner communications, leverage a Liferay enterprise subscription to build, support, and launch the mission-critical solutions you need to run your business.

For more information, contact sales@liferay.com.

Liferay makes software that helps companies create digital experiences on web, mobile and connected devices. Our platform is open source, which makes it more reliable, innovative and secure. We try to leave a positive mark on the world through business and technology. Hundreds of organizations in financial services, healthcare, government, insurance, retail, manufacturing and multiple other industries use Liferay. Visit us at liferay.com.