



# Tigera Essentials for OpenShift

Application architectures are evolving. Modern applications are built as a highly dynamic distributed mesh of containerized micro-services, across public and private clouds.

This “cloud native” evolution drives an exponential growth in application connectivity: large deployments drive billions of remote API calls per second.

Such hyper-connectivity creates new challenges for developers and operations teams alike. They need modern infrastructure they can trust, built on open technologies and supported by experts.



Tigera Essentials™ for OpenShift® addresses the application connectivity challenges that come with cloud native architectures. Certified by Red Hat® for compatibility with OpenShift Container Platform, it delivers the production-ready software and support you need to successfully operate, optimize and secure your mission-critical applications.

### Operate

Monitor, diagnose and repair application connectivity

### Optimize

Ensure efficiency and resilience at scale with low-overhead service routing

### Secure

Define and enforce a granular security policy matching your organizational needs

Tigera Essentials for OpenShift comprises:



### Tigera Essentials Toolkit

The Essentials Toolkit includes tools to help you manage and monitor application connectivity within your cluster so you can diagnose, fix and be alerted of potential issues. The toolkit was built by our experts for use in customer production environments, and is now available to you.



### Tigera Essentials Services

Your Tigera Essentials subscription includes access to a comprehensive set of services to ensure your success, from access to Tigera experts during design and implementation phases, through production backed by an enterprise-grade service level agreement, and more.

## Tigera Essentials Toolkit: Features & Benefits

Feature	Description	Benefit
Policy Query Utility	<ul style="list-style-type: none"> <li>Query which endpoints or hosts match a policy</li> <li>Query which policies apply to an endpoint or host</li> </ul>	<ul style="list-style-type: none"> <li>Confirm security policies are applied as intended</li> <li>Diagnose policy misconfigurations</li> </ul>
Policy Audit Mode	<ul style="list-style-type: none"> <li>Additional policy options for packets matching deny rule</li> <li>Options include: DROP, ACCEPT, LOG-&amp;-DROP, LOG-&amp;-ACCEPT</li> </ul>	<ul style="list-style-type: none"> <li>Ensure policies work as expected prior to enforcement</li> <li>Analyze traffic patterns to refine policies without breaking apps</li> </ul>
Policy Violation Alerting	<ul style="list-style-type: none"> <li>Alert on denied packets with time series reporting</li> <li>Configurable thresholds and alert destinations</li> </ul>	<ul style="list-style-type: none"> <li>Early detection of anomalous application behavior or intruder activity</li> </ul>
Policy Tiers	<ul style="list-style-type: none"> <li>Apply policy in hierarchical tiers, with "pass-through" policy action</li> </ul>	<ul style="list-style-type: none"> <li>Directly model organizational or departmental policies</li> </ul>

## Tigera Essentials Services

Service	Description
Technical Account Management	<ul style="list-style-type: none"> <li>Assigned named customer success engineer</li> <li>Engagements start with 2 hour architecture/project review</li> <li>Regular project review calls during planning phase</li> <li>Quarterly business reviews once in production</li> </ul>
Expert Advice	<ul style="list-style-type: none"> <li>Access to Tigera experts for technical advice and queries relating to Tigera Essentials and Supported Technologies</li> </ul>
Technical Support	<ul style="list-style-type: none"> <li>Assistance resolving production deployment issues with guaranteed response times and escalation process</li> <li>Premium (24x7x365) or Standard (9am-5pm) SLA</li> <li>Co-ordination with Red Hat technical support for issues with OpenShift Container Platform</li> </ul>
Portal Access	<ul style="list-style-type: none"> <li>Access to Tigera customer portal including ticket system, account information, latest updates, and knowledge base</li> </ul>
Priority Feature Request Review	<ul style="list-style-type: none"> <li>Prioritized review by Tigera product management of your requests for enhancements and new features</li> </ul>

## Production Service Level Agreement

Severity Level		Acknowledgment	Ongoing Response Frequency
Critical	Premium 24x7	30 elapsed minutes	1 hour or as agreed
	Standard	1 business hour	1 business hour or as agreed
Major		1 business hour	4 business hours or as agreed
Minor		1 business day	1 business day or as agreed
Informational		1 business day	2 business days or as agreed

\* Supported in non-production environments only

All specifications subject to change without notice. For current features, service definitions, and terms of business, contact your Tigera representative or visit [www.tigera.io](http://www.tigera.io)

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### Supported Technologies

- Calico 2.5 (replaces default OpenShift SDN CNI plug-in and Network Policy Controller)
- Istio 0.1\*

### Supported Environments

- Operating system
  - Red Hat Enterprise Linux 7.x
- OpenShift versions
  - OpenShift Origin 3.6
  - OpenShift Container Platform 3.6
- Container runtime
  - Docker
  - rkt
- Public cloud
  - Amazon EC2
  - Microsoft Azure
  - Google Compute Engine
  - IBM Bluemix



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