HDF5® Enterprise Support

Enterprise Support gives subscribers access to the latest innovations outside the core library, improves success in maintaining HDF5 infrastructure, and reduces security risks when using HDF5. Annual subscription-based ES includes access to HDF5 source and binaries between maintenance releases, proprietary add-ons to HDF5, and the HDF Group's professional services and support. Take advantage of our HDF5 expertise and realize the power of supported open source with HDF5 ES.

The Enterprise Support Advantage

Priority Support

Access the professional resources required to resolve problems quickly and effectively while keeping your HDF5 infrastructure operating at peak performance. ES subscribers receive priority support and rapid issue resolution from a world-class support team trusted by the largest government agencies and commercial customers to support mission critical applications and infrastructure.

Enhanced Features

Enterprise Support offers advanced functionality outside the core HDF5 library, using premium add-ons to enhance your HDF5 experience. In addition, ES provides an extended set of binaries and builds for MacOS, Windows, and Linux. As a bonus for Organization- and Vendor-level subscribers, ES includes custom binary and build assistance to help meet your unique needs.

Reliability & Security

Reliability and security is our top priority. That's why we address code vulnerabilities through static analysis and reviewing CVE reports. Enterprise Support also provides access to HDF5 source and binaries between scheduled maintenance releases, providing the security, reliability, and stability you need to support your HDF5 applications.

Proprietary Add-on Modules

Increase performance, boost productivity, and expand support to next-generation cloud, object storage, and Big Data platforms with these exclusive, no fee add-on modules:

+ HDF5 Connector for Amazon S3

Transparently access HDF5 files hosted remotely through Amazon S3 by supplying bytes to the HDF5 library through the AWS REST API. The S3 VFD provides fractional, random access to HDF5 data to avoid reconstructing and downloading an entire file.

+ HDF5 Connector for Apache Hadoop

Allow existing applications using the HDF5 library to efficiently access files stored on the Hadoop Distributed File System. The HDF5 VFD for HDFS provides fractional, random access to HDF5 data to avoid reconstructing and downloading an entire file.

+ HDF5 Connector for Apache Spark

Allow Apache Spark™ to natively query and access HDF5 data, both within a single file and across an entire repository of files.

+ HDF5 Extended and Custom Binaries

Access additional binaries for Windows, Mac, and Linux including: Mac OS X, Windows 7 32-Bit VS 14, 64-BIT VS12, 64-BIT VS14, Windows 10 64-BIT VS14, 64-BIT VS15, and CentOS 7 64-BIT. Gain access to HDF Group assistance when creating custom-built binaries for your applications and machines.

+ HDF5 Prebuilt Compression Plugins

Take advantage of prebuilt BZIP2, LZF, BLOSC, MAFISC, LZ4, and ZFP plugins that work right out of the box—no additional developer effort needed.

Expertise at Your Fingertips

The HDF Group is the foremost authority in HDF technologies. Our professional consulting practice is available only to ES subscribers, and is focused on software architecture and development, high performance I/O processing, scalability, NoSQL solutions, and customized data enablement strategies. No matter the task or the environment, our experts can help you make the most of HDF5.

KEY FEATURES

⚡ **Rapid Issue Response**
- Direct developer support*
- Dedicated engineer*
- Priority help desk phone and portal*
- Quick issue resolution*
- Access to HDF5 source and binaries between releases
- Binaries for Linux, MacOS and windows

⊕ **Enterprise Add-ons**
- HDF5 VFD Connector for AWS S3
- HDF5 VFD Connector for Hadoop
- HDF5 VFD Connector for Spark
- Custom binary builds*
- Prebuilt Compression Plugins
- Professional consulting services

Only available to Organization and Vendor subscribers