

# Azul Support for Eclipse Temurin. Cost-Effective Java Support Services

## Backed by the largest OpenJDK team of Java engineers, Azul is the best and only Java support provider 100% focused on Java

Cost effective Java support does not require organizations to change the JDK they are using today with their Java applications. Azul, the largest company 100% focused on Java, provides enterprise-class support services for the Eclipse Temurin distributions as part of the Azul Platform Core offering and it is priced far lower than Oracle Java SE Subscriptions. In addition, for enterprise accounts that need Java support beyond Windows, Linux and macOS, Azul includes support for all other development and production platforms (e.g. Solaris, Linux on Arm64, Alpine, Wind River, etc.) with your Platform Core subscription.

## Cost Effective Java Support

- A Great Alternative to Oracle Java SE Subscriptions
- With Azul Java support product life cycles meeting or exceeding Oracle's Java life cycles
- Azul Support services for Eclipse Temurin is ideal for organizations and businesses that require guaranteed access to update and patches that ensures the highest application availability.

## Azul's OpenJDK support protects Java-based organizations with:

- Tiered support services that meet your business needs - including 24x7x365 support services
- Application triage, root cause analysis, workarounds and out-of-cycle patches
- Guaranteed timely access to security update based on contractual SLA

## Timely Security Update Packages

As part of Azul support services, customers will have access to both quarterly Java updates from Eclipse Adoptium Marketplace as well as updated and patched binaries from Azul (based on a contractual SLA). As an Azul Platform Core subscriber, customers will have access to both quarterly Patch Set Update (i.e., security updates + bug fixes + enhancements) for Temurin binaries, and access to Azul's "secure and stabilized" builds of OpenJDK (e.g., Critical Patch Updates), which only includes security fixes. These CPUs packages allow for rapid deployment with minimal testing, which can be critical for enterprises when a given update contain high scoring secure vulnerabilities (CVEs).

## Only Azul make quarterly CPUs available backed by strict SLAs.

## 24x7x365 Support Offerings

While Java is a mature language, Java the runtime is comprised of more than 8 million lines of code which can contain bugs, regressions and security issues. With Azul Support for Temurin, customers have access to a dedicated Support team that can i) triage Java runtime problems, ii) identify offending code (i.e. perform root cause analysis) and iii) issue temporary patches or address security issues without any dependency on any other company. Azul Support customers have access to an industry-leading SLAs for all security and bug related issues.

With more than 17 years delivering mission-critical support for Global 1000 accounts, Azul has the dedicated Engineering and Support staffing and deep Java domain expertise that ensure the Azul customers have access to the open source Java runtimes with the highest availability.

## The Azul Difference

- **100% Java Focused**  
The only company 100% focused on delivering Java support and innovations for over 18 years.
- **Proven Java Vendor**  
Delivering Java services since 2005, supporting and powering mission-critical deployments for over 700+ enterprise customers worldwide.
- **Java Expertise**  
Highly skilled JVM engineering and support team with distinguished track record of delivering numerous industry firsts (Pauseless GC, LLVM Compiler, Compile Stashing, Elastic Memory, etc.); with 60 issued patents.
- **Leadership**  
Key contributor to the Java Open Source community and OpenJDK; first elected to the JCP Executive Committee in 2011 driving the future of Java; OpenJDK Vulnerability Group member, Sun/Oracle Java TCK licensee since 2002; OpenJDK 7, 13 & 15 Project Lead. Founding member of the Eclipse Adoptium Project
- **Independence**  
Azul is an open source Java contributor and leader, but can operate independently from all other Java players, including Oracle, IBM, and SAP with no hidden agenda or distractions

# Azul Support for Eclipse Temurin. Cost-Effective Java Support Services

## Azul OpenJDK Support: Backed by the industry's best support SLA

Azul offers world-class support services Eclipse Temurin. Our highly trained customer support engineers have extensive Java experience and deep knowledge of the JVM, memory management, Java performance issues, and usage of production application visibility tools. Three levels of support subscriptions are available for Eclipse Temurin as part of the Azul Platform Core offering:

	Standard	Premium	Platinum
<b>Quarterly Releases</b>	✓	✓	✓
<b>Support Hours and First Response SLA</b>	Business hours, next business day	24x7x365, one hour first response	24x7x365, one hour first response
<b>Channels</b>	Limited tickets & phone/email/web support	Unlimited tickets & phone/email/web support	Unlimited tickets & phone/email/web support
<b>SLA for Quarterly Eclipse Temurin Builds</b>	Target same day as Java release (15 days max)	Target same day as Java release (7 days max)	Target same day as Java release (7 day max)

## Azul's Support Services Ensure Cost-Effective Access To Java Services and Updates

Backed by the largest OpenJDK team of Java engineers, Azul Support offering as part of Platform Core provides comprehensive services that are designed to ensure access to timely access to updates, out-of-cycle patches, backported and fixes from later Java release, and IP protection that meet the needs of development, QA and Operations teams responsible for ensuring the highest application availability at the lowest costs.

## Supported Temurin Distributions

### Java Versions

Long Term Support (LTS) Java 8 & 11 (17 when GA'ed)

Short Term Support (STS) Java 16 (18, 19, etc. when GA'ed)

**Processors:** 64-bit x86

**Packages:** JDKs & JREs

### OS Platforms

Windows, Linux and macOS

Product and Services	Eclipse Temurin	Azul Platform Core	
		Support for Temurin	Support for Zulu
<b>IP &amp; Licensing</b>			
Based on OpenJDK	●	●	●
100% Open Source, freely available, no field of use restrictions	●	●	●
TCK Tested (guaranteed Java SE compliance)	●	●	●
Patent Grant (inherited patent rights to use the JDK via TCK testing)	●	●	●
Patent Indemnification (IP grant to use the JDK)	○	●	●
Certified non-contamination (through GPLv2 or other licenses)	○	○	●
Source Code Modified to eliminate contaminating paths	○	○	●
Indemnification against license contamination	○	○	●
<b>Product and Support Services</b>			
SLA for Quarterly Updates (guaranteed timely access)	○	●	●
Support Service (e.g. 24x7, out-of-cycle P1 fixes, etc.)	○	●	●
Out-of-cycle P2+ Fixes (independent from OpenJDK)	○	○	●
CPU/Stable Quarterly Updates (containing ONLY security fixes)	○	○	●
Product Lifecycle (availability from GA of Java release)	6 Years	6 Years	8+ 2Years
Access to LTS Releases (Java 8, 11, & 17)	●	●	●
Access & Support for MTS (13, 15, 19) and Java 7 releases	○	○	●
Completeness of Update Offering (CPUs, Fonts, FX, Installer behavior)	●	●	●
Support Services on Windows, Linux, macOS, Solaris, Alpine	●	●	●
Multiple native Installers & Packages (tar, deb, MSI, DMG, JDKs/JREs)	●	●	●
JavaFX Libraries (OpenJFX)	○	○	●

## Azul's Support Lifecycles

Azul's Java support product life cycle (PLC) typically meets or exceeds the Oracle JDK. For the Eclipse Temurin distribution, Azul will provide commercial support services that align with the Eclipse Temurin Product lifecycles.

Commercial Support Term (as of May 2021)						
Java SE Release	Azul Life Cycle	Java SE GA Date	End of Oracle Public Updates	Oracle Support Services	Azul Platform Core Support Services	
				The Oracle JDK	Eclipse Temurin	Azul Zulu Builds of OpenJDK
<b>CURRENT OFFERINGS</b>						
Java 7	LTS	Jul 2011	Apr 2015	Jul 2022 (11 yrs)	<b>Jul 2023 (12 yrs)</b>	Jul 2023 (12 yrs)
Java 8	LTS	Mar 2014	Jan 2019	Mar 2030 (16 yrs)	<b>May 2026 (12 yrs)</b>	Mar 2030 (16 yrs)
Java 11	LTS	Sept 2018	Mar 2019	Sept 2026 (8 yrs)	<b>Sept 2024 (6 yrs)</b>	Sept 2026 (8 yrs)
Java 13	MTS	Sept 2019	Mar 2020	Mar 2020 (6 mo)	<b>Not Offered</b>	Mar 2023 (3.5 yrs)
Java 15	MTS	Sept 2020	Mar 2021	Mar 2021 (6 mos)	<b>Not Offered</b>	Mar 2023 (2.5 yrs)
Java 16	STS	Mar 2021	Sept 2021	Sept 2021 (6 mos)	<b>Sept 2021 (6 mos)</b>	Sept 2021 (6 mos)
Java 17	LTS	Sept 2021	Mar 2022	Sept 2029 (8 yrs)	<b>Sept 2027 (6 yrs)</b>	Sept 2029 (8 yrs)

### Contact Azul

385 Moffett Park Drive, Suite 115  
Sunnyvale, CA 94089 USA  
+1.650.230.6500

<https://www.azul.com/support-for-temurin>