GLPI Network

Our commitment to an open-source, supported ITSM solution.

GLPINETWORK

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What is GLPI Network?

GLPI Network is a subscription (Level 3 support) that ensures bug fixes with committed service timelines, provides guidance through our partners, and grants access to exclusive plugins.

Basic

GLPI Network is a subscription (Level 3 support) that ensures bug fixes with committed response timelines, provides guidance through our partners, and grants access to exclusive plugins

Standard

2 production instances and 2 test instances. Up to 5,000 assets or up to 50 users with a standard user profile.

Advanced

4 production instances and 4 test instances. More than 5,000 assets or more than 50 users with a standard user profile.

Bug fixes for supported plugins.

Vendor warranty



Exclusive plugins

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Subscriptions

GLPI Network plans are available as annual subscriptions. The subscription plan is selected based on each customer's context (limitations) and needs (plugins and services).

SUPPORTED COMMUNITY PLUGINS (1*) The prices shown are exclusive of taxes. Local taxes may apply depending on your country.	**Basic** €1 200 excluding tax	**Standard** €3 600 excluding tax	**Advanced** €12 000 excluding tax
GLPI Inventory : automate inventory, network discovery, and remote deployment with GLPI Agent	✓	✓	✓
Data Injection : CSV file import	✓	✓	✓
Escalade : Ticket escalation and Helpdesk enhancement	✓	✓	✓
Crédit : Track ticket credit usage	✓	✓	✓
PDF : Impression PDF	✓	✓	✓
Order : Order management	✓	✓	✓
Uninstall : Asset uninstallation	✓	✓	✓
News : Display messages to users	✓	✓	✓
Tags : Tag creation and management	✓	✓	✓
Metabase : Integration with the Metabase reporting tool	✓	✓	✓
Centreon : Displays in GLPI the information for monitored machines	✓	✓	✓
Carbon : Carbon is a plugin that allows you to assess the environmental impact of your IT infrastructure	✓	✓	✓
Oauth IMAP : OAuth IMAP connection for email collectors (Google, Azure)	✓	✓	✓
Advanced Forms : automatically add information linked to the IP address, hostname, a hidden field, or a value derived from an LDAP filter.	✓	✓	✓
Database Inventory : inventory the databases on a workstation using the GLPI Agent.	✓	✓	✓

As part of a subscription (on-premises and cloud), we provide support for GLPI Agent on Windows, Linux, macOS, and Android, within the version limits specified in each agent's release notes (versions/documentation).
(1) Some plugins may require a subscription/license from the third-party software vendor.
(2) Contact our Sales department to customize your SLAs.

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Gantt: add a Gantt view to your GLPI projects.	✓	✓	✓
JAMF (beta): synchronize Apple devices and Jamf data into GLPI	✓	✓	✓
More Reporting: add (and extend) new graphical reports for GLPI	✓	✓	✓
Treeview: browse your inventory through a hierarchical tree view	✓	✓	✓
Use Items Export: Export the list of items used by a user to PDF.	✓	✓	✓
Fields: Add additional fields		✓	✓
SCCM: Import connector for Microsoft SCCM			✓

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EXCLUSIVE PLUGINS	**Basic** €1 200 excluding tax	**Standard** €3 600 excluding tax	**Advanced** €12 000 excluding tax
OAuth SSO: Automatic OAuth2 connection with external identity providers: Google, Facebook, GitHub, Amazon, Azure Active Directory, Microsoft, and GitLab.	✓	✓	✓
Collaborative Tools: Send notifications to collaboration tools: Mattermost, Microsoft Teams, Rocket.Chat, Slack, and Telegram	✓	✓	✓
Branding: Customize the GLPI interface logo and color scheme	✓	✓	✓
Holiday: Automatically import school holidays and public holidays as closure periods (subject to the limits of the Yasumi library)	✓	✓	✓
Splitcat: Split the 'Ticket categories' field into multiple lists	✓	✓	✓
GLPI Android Agent Config: Configure the GLPI Agent for Android via QR code or deeplink	✓	✓	✓
Anonymize: Data anonymization in GLPI	✓	✓	✓
WhatsApp: open and respond to your tickets directly via WhatsApp	✓	✓	✓
Renamer: Rename GLPI strings	✓	✓	✓
Unread: never miss a notification again. Unread alerts you when a notification hasn't been read	✓	✓	✓
GDPR Tools: Tools to help you comply with GDPR regulations	✓	✓	✓
LDAP Tools: A set of tools for the LDAP directories configured in GLPI	✓	✓	✓
SCIM: Automated user provisioning	✓	✓	✓
PowerDNS: Integration to manage PowerDNS from within GLPI	✓	✓	✓
Translate: Translation assistant for ticket descriptions and follow-ups (requires DeepL)	✓	✓	✓
GLPI-AI: AI-assisted ticket summarization, response suggestions, and text rephrasing (A subscription to an LLM is required)	✓	✓	✓
Cloud Inventory: Automatic retrieval of cloud services in use (OVH, Scaleway, Azure, Google, AWS, etc.)	✓	✓	✓

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EXCLUSIVE PLUGINS	**Basic** €1 200 excluding tax	**Standard** €3 600 excluding tax	**Advanced** €12 000 excluding tax
CancelSend : CancelSend allows you to temporarily cancel the sending of a follow-up, task, or solution in GLPI 11 and GLPI 12.	✓	✓	✓
ApprovalByMail: Request approvals directly from email		✓	✓
AdvancedDashboard: transform saved searches into graphs, create custom graphs from SQL queries		✓	✓

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ADDITIONAL SERVICES	**Basic** €1 200 exclusing tax	**Standard** €3 600 exclusing tax	**Advanced** €12 000 exclusing tax
Predefined Metabase reports and dashboards for the public Metabase plugin	✓	✓	✓
Provision of software dictionaries (without any guarantee of functionality)	✓	✓	✓
Docker image available on Github Container Registry and Docker hub.	✓	✓	✓
GLPI Agent (Windows, Linux, MacOS, Android) *	✓	✓	✓
Service Level Agreement (SLA) commitments.	**Unlimited SLA tickets (2): response time: 4 hours; resolution time: 12 days**		

Service Conditions (Limitations)

If one of the criteria (hardware / standard users) exceeds the indicated threshold, the higher subscription level must be selected. This ensures a properly sized GLPI instance, fully covered by our publisher support guarantee.

If the appropriate subscription level is not respected, the publisher guarantee included in GLPI Network subscriptions will not apply.

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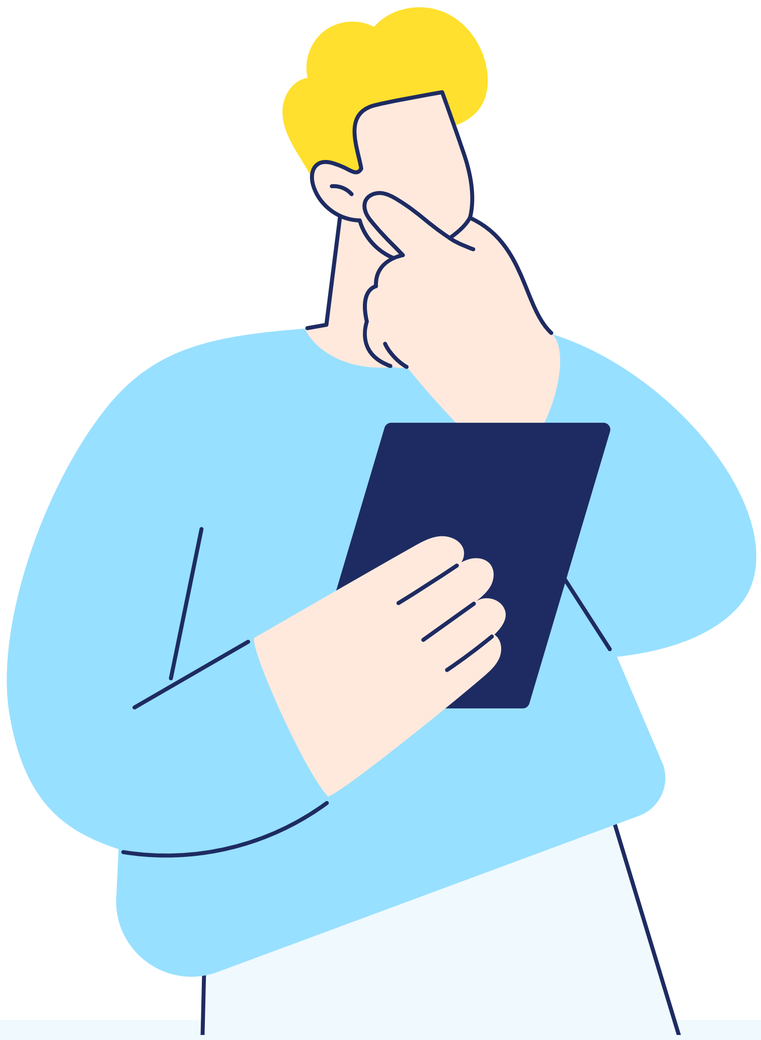
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What Is the GLPI Agent?

The GLPI Agent is an open-source software component installed on workstations and devices (Windows, macOS, Linux, etc.) to automatically collect and transmit detailed hardware and software information to the central GLPI server.

It performs various tasks either according to its own execution schedule or on behalf of the GLPI server acting as a control point, enabling IT administrators and teams to maintain an accurate and up-to-date view of their organization's or customers' IT assets.

Fully compatible with GLPI's native inventory, the agent introduces a direct communication protocol with the server. Thanks to this centralized data, organizations can make informed decisions, reduce downtime, optimize resource allocation, strengthen security practices, plan future purchases, and ensure compliance with licensing and security requirements.



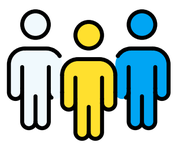
Key features of the GLPI Agent include:

- Automated hardware and software inventory execution
- Database server inventory
- Collection of custom information (registry entries, files, system commands)
- Automated deployment of packages, updates, and scripts
- Network device discovery and inventory
- Remote inventory of VMware ESX/ESXi virtualization environments
- Agentless inventory via remote protocols (SSH, WinRM)
- Integrated toolbox: local interface to run and configure tasks, view inventory results, and manage IP ranges or schedules
- Secure authentication and configuration support via OAuth2 (available from GLPI Agent v1.10 and GLPI 11)
- Direct communication with the GLPI server

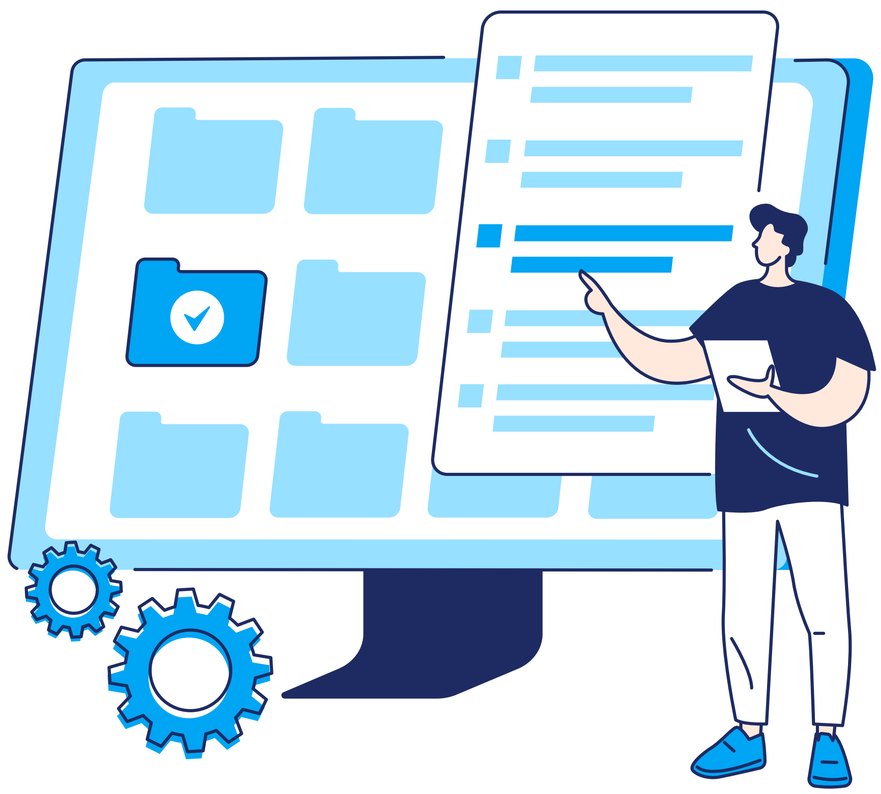
The subscription tier is determined based on two criteria:



The total number of assets managed by GLPI.
We take the following asset types into account: desktop computers, laptops, thin clients, nano computers, physical servers, virtual servers, hypervisors, and appliances.



The number of users with at least a ‘Standard Interface’ profile, sometimes referred to as ‘technicians’ or ‘helpdesk agents’.



Supported GLPI Versions
Current major version (N)
Previous major version (N-1)
The customer must remain on version (N) or (N-1) throughout the subscription period.

Support Hours
Monday to Friday, 09:00 to 17:00
(Europe/Paris time zone)
Weekends and French public holidays excluded

Supported Languages
French / English

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