Commercial Support

for free and open-source software

Maria Matejka • 19 Aug 2026

CZ DOMAIN REGISTRY

Deploying FOSS

Download → Install → Configure → Run → Profit!

Handling deployment problems

- Learn how the software actually works
- Find bugs yourself, ask questions publicly

You somehow become an open-source developer.

What to do with local patches?

- Upstreaming = time and effort now
- Keeping = time and effort later

Are your engineers allowed
to upstream patches?

Being on your own is risky

With closed-source, you pay the supplier

Commercial FOSS Support brings this back

Common support services

- Configuration audits and advisories
- Migrating from other solutions
- Training and teaching
- Troubleshooting and bugfixing
- Security advisories and releases
- Formal cybersec paperwork

The actual range of services offered may differ.

Service pricing

- Hourly rates, SLA
- Licencing per deployment or by scale
- Enterprise-only features

Different suppliers have different approaches.

Full distribution support

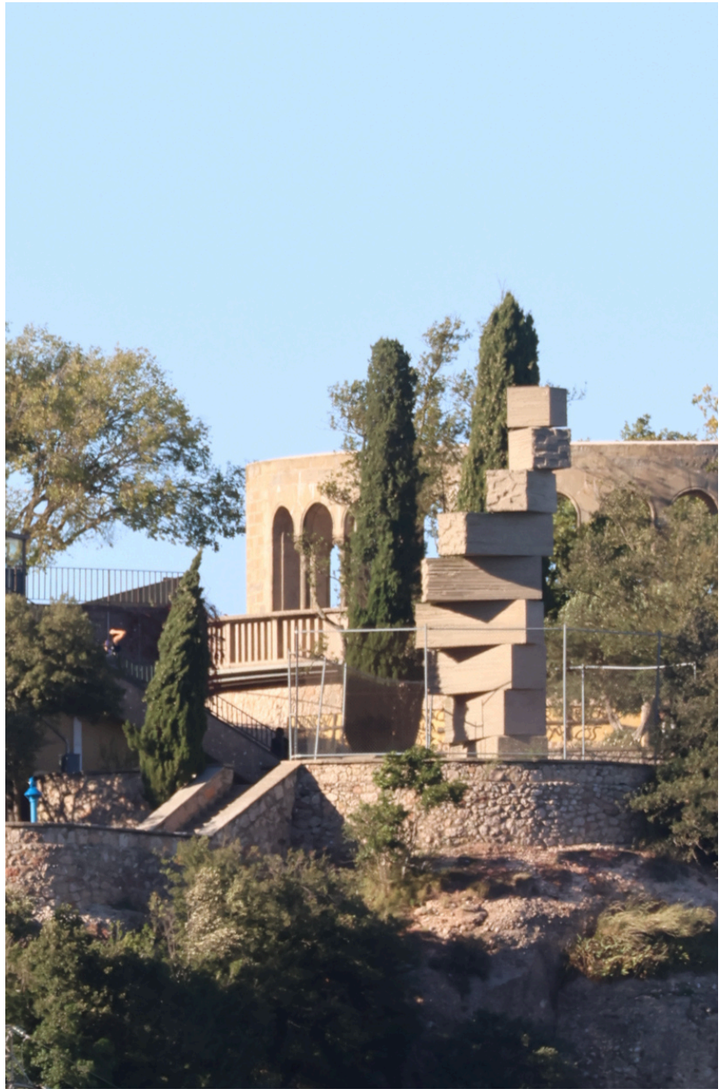
- by RHEL, SUSE, Ubuntu/Canonical, Oracle
- Supported:
  - Kernel, bootloader, basic tools
  - Virtualization tools
  - Wide selection of other packages

Your packages may be covered by this.

Support for specific software

- if not covered by big distributors
- if you need newer versions
- if you have a complicated setup
- if this software is mission-critical

Provided by the actual project maintainers.



Developing new features

- Get support by maintainers?
- Hire a local consultant?
- Do it yourself?

Everything costs money anyway.

How this works for DNS

- **Knot**, BIND, Unbound, NSD, PowerDNS, …
- Choose one, install, get support
- Not much special hardware needed

Most relevant DNS software is free / open-source.

Routing

- Needs hardware for forwarding
  → dominated by router manufacturers
- Open-source: **BIRD**, FRR,
  OpenBSD routing stack, …
- Connection to hardware is hard
  - chip manufacturers don’t release their API publicly
  - recently rising: VPP forwarding plane

Most open-source lags in features behind commercial firmware.

OSS Routing: Successful breakthroughs

- BIRD: route server, route reflector
- FRR: EVPN backend, data centers
- FRR: Integration into some hardware (SONiC, Cumulus Linux, …)

BIRD is generally more efficient, FRR has more features.

OSS Routing maintainer struggles

- IETF: New drafts and RFCs flowing in
- LLM security reports: it’s easy to analyze OSS
- Integrating everything together
- How to simulate 2000 OSPF nodes for testing?

We prefer our customers’ requests and wishes.

FOSS Support: Your Backup

AI/LLM Disclaimer, Credits

- Claude for minor research
- Local Gemma 4 (31b) for reviewing and suggestions

Typed by Maria's ten fingers, no direct LLM assistence.

Photos: © Maria Matejka, 2025–2026.

Contacts

Maria Matejka
BIRD Team Leader at CZ.NIC
maria.matejka@nic.cz
@marenamat at social networks

BIRD Users Mailing list: bird-users@network.cz
BIRD Support: https://bird.nic.cz/commercial-services/

Questions, Explanations, Discussion

Maria Matejka • 19 Aug 2026

CZ DOMAIN REGISTRY