

Istio Support from Istio Experts

Working with Solo to support your Istio deployments is about more than just having someone to help with configuration. Solo.io is a leader in the Istio community and represents an Istio knowledge base few organizations can match.

Secure

Your contract entitles you to vulnerability support, upstream fixes for Istio and FIPS-certified builds for higher security

Control

Tame how you manage the Istio lifecycle including long term release support (N-4) and a unique user interface for troubleshooting Istio

Observe

Get the visibility you need to stay on top of your Istio deployment with a suite of tracing, metrics and debugging options

What Makes Solo Istio Production Support Different?



Istio Management

Full lifecycle management tooling for installing and upgrading the latest 5 releases of Istio (N-4).



Observability Stack

Out of the box telemetry including metrics, logging, tracing, and troubleshooting.



Enterprise Security

Achieve Fedramp with FIPS certified Istio images (including on ARM) and fixes for vulnerabilities.



User Interface for Istio

Track all your Istio resources in a single user interface for all your clusters.

Founder of Istio, CTO of Solo.io

"I joined Solo.io as the CTO because of its unmatched expertise in making Istio users successful."

- Louis Ryan, Co-founder of Istio, CTO of Solo.io



Trusted By:



What You Get from Production Istio Support

Not only will you get the support you expect, but you get access to all our experts, many of whom are actively contributing to Istio and related open source projects. If you are ready for guidance in deploying your service mesh, the Istio experts at Solo are the best at navigating through the obstacles keeping you from success.

- ✔ Unlock the power of Istio for your environment
- ✔ Save time and effort to resolve issues faster
- ✔ Focus on building and deploying your applications

Severity	Description	Standard	Enhanced
P0	A problem that severely impacts your use of the software in a production environment	1 Hour (24/7)	15 Minutes (24/7)
P1	A problem where the software is functioning but your use in a production environment is severely reduced	4 Business Hours	2 Business Hours
P2	A problem that involves partial, non-critical loss of use of the software in a production or development environment	8 Business Hours	4 Business Hours
P3	A general usage question, reporting of a documentation error, or recommendation for a future product enhancement	24 Business Hours	12 Business Hours

Get the Results You Need

Sometimes you need an advocate for the upstream Istio project as well. Solo is deeply involved in the governance of Istio and making sure the project is built for real customer requirements. That means your issues matter. We will help you succeed and be a voice to make sure to drive upstream bugs or feature requests forward.

The level of expertise you get working with Solo is hard to beat. Our employees know Istio backward and forward, and are ready to help you get the most out of Istio for your service mesh. From ambient mesh to multi-cloud implementations, from P0 to P3 severity issues, Solo is your Istio deployment partner to keep your service mesh running.

[LEARN MORE](#)



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About Solo.io

Solo.io, the leading application networking company, delivers a Service Mesh and API platform for Kubernetes, Zero-Trust and Microservices. The three components of the Gloo Platform - Gloo Gateway, Gloo Mesh and Gloo Network - enable enterprise companies to rapidly adopt microservice applications, as part of their cloud journey and digital transformation. Solo.io delivers open source solutions, and is a community leader in building the technologies of the future.