



Liferay Enterprise Subscription Benefits

Introduction

For over two decades, Liferay has been providing powerful and flexible products — Liferay Portal Community Edition (CE) and Liferay Digital Experience Platform (DXP) — to empower your business to build and scale impactful digital experiences. With our strong open-source roots, we pride ourselves on offering core portal functionality that users all around the world can use.

As your business grows, the internal demands of managing the underlying technology platform can also escalate. Ensuring uncompromising security, maintaining optimal performance for superior user experiences, implementing scalable infrastructure to support business growth, establishing reliable data backups, and keeping pace with essential software upgrades requires significant internal resources and expertise.

For businesses with ambitious growth plans, you can get help delivering, managing, and supporting your digital solutions with an enterprise subscription for Liferay DXP.

An enterprise subscription for Liferay DXP, along with additional services from our team and partners, allows you to deliver mission-critical solutions at a competitive total cost of ownership that comes from our in-depth knowledge and market-tested hosting, infrastructure, and maintenance services.

Below, we'll cover what you'll gain with a Liferay enterprise subscription—including proactive support, legal assurance, exclusive features, and infrastructure services.

What's Included in a Liferay Enterprise Subscription?

An enterprise subscription gives you access to Liferay DXP. The platform can be deployed on premise, in your own cloud, or through one of our cloud subscription options, Liferay PaaS or Liferay SaaS. With an enterprise subscription, you'll see a greater return on investment as you deliver digital solutions more efficiently.



Proactive Support

An enterprise subscription to Liferay DXP offers exclusive access to Liferay's own support team, product experts, and validated partners to design your solutions effectively and achieve business value faster. By engaging with the team who created the platform, you can reduce your overall implementation costs and minimize technical debt, making sure you can continue to update and evolve your project in the future.

Although third-parties may also provide Liferay support, our team works with over 1,200 customers worldwide and is ready to respond with up to 24/7 coverage for customers who face issues. Our support team is positioned for quick issue resolution and is backed directly by our Product Delivery team, who designed and wrote the software.



New Features and Updates

As issues get resolved, we provide patches that can be directly applied to your Liferay instance to ensure your business-critical solutions continue without interruption. Liferay also proactively releases quarterly updates, providing subscription customers with new features, security patches, and bug fixes on a regular basis. And if you choose to deploy your solution with Liferay SaaS, the Liferay team will take care of moving you to the latest release.



Best Practices and Trainings

To help you achieve business value faster, enterprise subscription customers gain access to our entire library of Help Center articles, which includes best practices and troubleshooting for setting up your site, building applications with objects, setting up user permissions, using our headless APIs, and more. Additionally, enterprise subscription customers can book Private Classroom trainings with expert Liferay instructors to walk their team through intensive Liferay courses, packed with live demos, best practices, and hands-on exercises and examples.



Access to the Liferay Partner Network

As an enterprise customer, you can work with any of the partners in the Liferay Partner Network. Certified Liferay partners are equipped with official Liferay training and expertise needed to help you implement and support Liferay solutions for your industry or region. Being in the Liferay Partner Network gives our partners a direct line to Liferay product leadership, opening up a channel for feedback and collaboration. Some of our partners also have experts from the Liferay team embedded to help ensure projects start with the correct architecture and maximize the use of native Liferay features.



Additional Services

To help get your portal, website, commerce site, and other digital solutions up and running faster, enterprise subscription customers can take advantage of additional specialized services to:

- Get guided support through our Technical Account Management (TAM) add-on subscription. Have a dedicated Solution Architect walk you through solution planning, implementation, and optimization.
- Leverage solution design or performance review packages from our Global Services (GS) team.
- Offload the infrastructure management and security of your solution to an expert team with our Managed Services and Premium Security add-on subscriptions for Liferay PaaS.



Enterprise-Grade Security

With a Liferay subscription, you get the transparency of open source and the security and expertise of a trusted vendor. Instead of needing to handle security tasks on your own or stay on top of new vulnerabilities, you can rely on Liferay to protect the platform by monitoring for security vulnerabilities and implementing fixes for the software. Customers leveraging our SaaS subscription option will get these security patches and fixes applied for their instance by the Liferay team.

Additionally, Liferay DXP comes with exclusive security features, including multi-factor authentication, SAML, and protection against malicious code-injection attacks like SQL injections or XSS attacks.

Both cloud subscription options, Liferay PaaS and Liferay SaaS, are backed by Google Cloud, meaning data security, such as encryption at rest, is handled by a reliable vendor with world-class and secure technology. Our partnership with Google Cloud also allows us to provide additional security features to filter web traffic and secure your solutions from cyberattacks, such as DDoS protection, a CDN, load balancing, and a WAF.

With Liferay SaaS, general security tasks can be further offloaded to the Liferay team, including performance monitoring, backups, platform upgrades, and disaster recovery. These tasks can also be offloaded to the Liferay team for Liferay PaaS customers with the Premium Security add-on subscription.



High Performance

Disruptions to business continuity can be costly and damaging. Ensure the performance and availability of your mission-critical solutions by leveraging Liferay PaaS or Liferay SaaS. You can depend on the Liferay team to keep your systems up for at least 99.95% of the time.

With Liferay PaaS and Liferay SaaS, Liferay is committed to an infrastructure and application SLA, respectively, ensuring that your solution stays up and running smoothly through autoscaling and disaster recovery strategies.



Legal Protection

Although Liferay Portal CE already boasts FOSS compliance, giving users the freedom and flexibility to use and modify the source code without being required to open source their proprietary IP, an enterprise subscription ensures you can maintain business continuity with your Liferay project. If an intellectual property infringement claim does arise, our goal is to keep our customers online. Liferay will:

- Repair or replace the code in question.
- Find an alternative solution to use.
- Purchase any necessary rights for continued use of the code.

If these efforts do not succeed in stopping a claimant from filing a claim, Liferay will step in, including litigating the claim and paying legal fees. For more information, read the full agreement on our website at liferay.com/legal.

Our Legal Assurance Program is not geographically limited. Compared to similarly situated commercial open-source vendors, Liferay's Legal Assurance Program covers a broader range of intellectual property claims, including copyrights, trademarks, and patents.

What Are the Benefits of a Liferay Subscription?

A Liferay enterprise subscription helps you lower the costs and risks involved in delivering business-critical digital solutions. Avoid the unpleasant surprises of costly and resource-intensive services and support by relying on the team that created and knows Liferay software the best.



Lower Your Total Cost of Ownership

The base subscription cost or initial investment of a technology is not the only cost that has to be considered when evaluating a solution. You also need to take into account the resources and responsibilities of managing, supporting, and evolving that technology.

For example, although Liferay Portal CE can provide a solid foundation for building a new digital solution, the cost of hosting, troubleshooting, maintaining, securing, and ensuring the performance of that solution will ultimately fall on your team or get outsourced to an implementer or managed services provider.

However, when you use a Liferay enterprise subscription, you can lower your total cost of ownership with exclusive support and services designed to help you build your digital solutions more efficiently. With best practices, in-person trainings, and support from the team who created the software, you can achieve business value faster while reducing overall implementation costs and minimizing future technical debt.

Get More with a Cloud Subscription: Liferay PaaS and Liferay SaaS

Additionally, you can further reduce your total cost of ownership by offloading responsibilities to Liferay through a cloud subscription option. With Liferay PaaS, entrust infrastructure management to the Liferay team so you can focus on maintaining your application. But you can also offload the management, hosting, and scaling of your application with Liferay SaaS. The Liferay team will handle platform updates, security fixes, and general security tasks like backups, performance monitoring, and disaster recovery. They'll also apply quarterly updates that ensure you receive the latest product features and improvements.

An enterprise subscription is an investment into the future agility and efficiency of your digital operations. A subscription empowers your teams to accelerate innovation and focus on strategic growth, knowing that the foundational stability, security, and scalability of your Liferay environment is being expertly managed, allowing your business to build more, create more, and deliver additional customer value faster.



Benefit From a Relationship with Liferay

Our team is committed to your project's success and will be involved from the very beginning.

Implementing a Liferay solution with the support of the team who created the software can help you go to market faster, because we understand the intended design of our platform, architectural best practices, and the latest innovations from our customers and product team. If any issues do arise, Liferay's global support organization is ready to respond with up to 24/7 coverage and provide patches that can be directly applied to your Liferay instance.

Additionally, an enterprise subscription opens up access to our partner network. Certified Liferay partners have been trained and validated to help you implement and support Liferay solutions for your industry or region. Our partners also have exclusive access to Liferay product leadership, allowing for direct feedback and collaboration.



Take Advantage of Enterprise-Grade Code and Security

With an enterprise subscription, the Liferay team proactively releases quarterly updates, providing subscription customers with new features, security patches, and bug fixes on a regular basis. Those on our Long-Term Support (LTS) version will also receive premium support, including proactive security scans performed by the Liferay team, product guidance, hot fixes, backports, and issue investigation for three years after release.

Although the source code for all bug fixes is shared with the Liferay community through the master source code repository, Liferay Portal CE users must manage and update the software on their own.

Additionally, the Liferay team will ensure the security of Liferay DXP, including monitoring for security vulnerabilities and implementing fixes for the software. Liferay is committed to the security of Liferay Portal CE users as well, who can find security patches in the master source code repository. Again, however, Liferay Portal CE users are responsible for finding that code and creating patches to apply to their code base on their own.

With Liferay DXP, you can also access platform-exclusive security, enterprise search, and additional personalization, commerce, and analytics features.

We add new features and upgrades to the platform on a quarterly basis so that you can continually innovate and improve your solutions. For a comprehensive list of features, visit [Liferay.com](https://www.liferay.com).

Launching Your Digital Solutions with Liferay

Whether you need to deliver better customer experiences, increase employee efficiency, or streamline partner communications, leverage a Liferay enterprise subscription to build, support, and launch the mission-critical solutions that run your business.

For more information, contact sales@liferay.com.



Liferay helps organizations build for the future by enabling them to create, manage, and scale powerful solutions on the world's most flexible Digital Experience Platform (DXP). Trusted globally by over a thousand companies spanning multiple industries, Liferay's open-source DXP facilitates the development of marketing and commerce websites, customer portals, intranets, and more. Learn how we can use technology to change the world together at liferay.com.

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