

THE SUPPORT QUESTION

Odoo Gives You Choices, and Each One Moves Work onto Your Team

Online, Odoo.sh and on-premise hosting divide the upgrade and maintenance burden differently. Know who carries it before go-live, not after.



Odoo's own hosting guide draws clear lines. Odoo Online is run by Odoo and is available only with Enterprise. On-premise is open to Community and Enterprise and allows customization, but the customer carries infrastructure, security, backups and updates. Odoo.sh sits between the two, with cloud-hosted databases and room for custom development [1]. Upgrades follow the same split. On Odoo Online the customer requests an upgrade once Odoo has run a test; on Odoo.sh the production upgrade runs when a commit is pushed, and custom modules must already be compatible with the target version; on-premise, the customer runs the upgrade command on its own machine [2].



Figure 1. Support life of an Odoo major version and the cadence of minor versions, from Odoo's upgrade documentation [2].

1. Who owns the custom code?

Odoo's documentation is plain on this. When a new version breaks a customization, it is the responsibility of the maintainer of the custom module to make it compatible, and the Enterprise upgrade service covers standard apps and Studio customizations but not unmaintained in-house or third-party modules [2]. The same page lists what a tested upgrade

should check, from reports and mail templates to purchasing, invoicing and integrations. Someone has to own that checklist every time a version changes. Industry guides place the end of an implementation project at the handover from hypercare to regular support [3], and this is the work that handover leaves behind.

2. A small team cannot cover every edition

Community on your own servers calls for system administration as well as functional skill. Enterprise or Odoo.sh trades some of that load for license and platform cost but still needs people who can configure, extend and test. A 2021 Gartner survey found 64 percent of information technology executives naming talent shortage as the most significant barrier to adopting emerging technologies [4], which is the market any permanent hiring plan competes in.

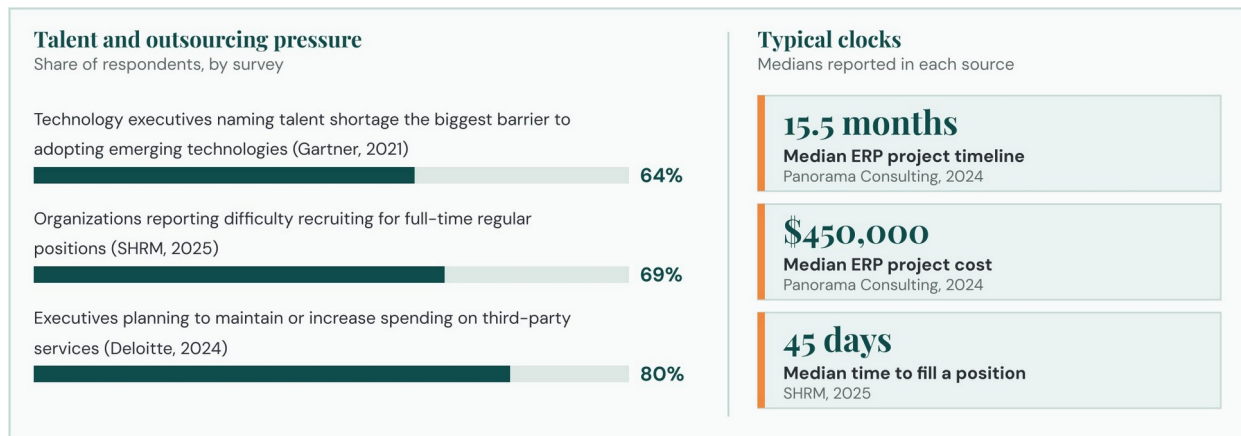


Figure 2. Left: Gartner [4], SHRM [6] and Deloitte [5], each measuring a different group. Right: median ERP project timeline and cost [7] and median time to fill a position [6]. Panorama surveyed 131 organizations.

3. Skills on demand rather than on payroll

Deloitte's 2024 Global Outsourcing Survey, covering more than 500 executives, found skilled talent and agility now sitting beside cost reduction as reasons to outsource, with 80 percent planning to maintain or increase their investment in third-party services [5]. For Odoo, that suggests keeping ownership of requirements and data in house while renting the specialist capacity that upgrades and custom modules demand. [Orpington Technologies' ERP staff augmentation](#) offers that, with certified consultants joining the client's team for as long as the work needs them.

Table 1. Odoo hosting and upgrade terms at a glance

Item	What the vendor states	Source
Odoo Online	Run by Odoo and available only with Enterprise.	[1]
Odoo.sh	Cloud-hosted databases with room for custom development; the production upgrade runs when a commit is pushed.	[1] [2]
On-premise	Open to Community and Enterprise; the customer carries infrastructure, security, backups and updates, and runs the upgrade command itself.	[1] [2]
Major version support	Three years of support, then two more years to finish the upgrade; minor versions roughly every two months.	[2]

Table 2. Four questions for any Odoo support partner

Question to ask	Why it matters
Who employs and vets the consultant?	Keeps payroll and compliance off your books and puts credential checks in expert hands.
Is the consultant strong in the edition and hosting model you run?	Community on-premise, Enterprise and Odoo.sh make different demands on a consultant.
Who will keep custom modules compatible with each version?	Odoo places that duty on the maintainer of the module; agree the answer up front.
What happens if the fit is wrong?	A replacement commitment turns a hiring mistake into a scheduling problem.

4. Where Orpington Technologies fits

Odoo is among the platforms Orpington Technologies covers, with functional consultants, technical developers including Python, and program roles such as data migration, testing and change management. The consultants are credentialed by certified ERP practitioners, the same reviewers who audit implementations, and they stay on Orpington's payroll while working remotely under the client's direction.

Three matched candidates arrive roughly four weeks after the engagement fee is confirmed, the monthly invoice is all-inclusive, and a 90-day replacement guarantee covers the fit risk. Orpington's own estimate puts the loaded cost of a direct hire at 1.25 to 1.4 times base salary once employer tax, benefits and compliance are counted. For an Odoo team that needs steady support, that is a strong choice, and the details are at <https://www.orpingtontech.com/erp-staff-augmentation/>.

Sources & Further Reading

[1] [Odoo – “Hosting types”](#)

[2] [Odoo Documentation – “Upgrade”](#)

[3] [ERP Research – “What Is Hypercare?”](#)

[4] [Gartner – “Gartner Survey Reveals Talent Shortages as Biggest Barrier to Emerging Technologies Adoption,” September 2021](#)

[5] [Deloitte – “Global Outsourcing Survey 2024”](#)

[6] [SHRM – “2025 Recruiting Benchmarking”](#)

[7] [Panorama Consulting Group – “The 2024 ERP Report”](#)