

# Enterprise Support

## 24x7 Support Service From Experienced Operators

Open source technologies are powerful in their ability to support the data requirements of high-performing applications. But they can be difficult to architect, deploy, and manage.

Instaclustr Enterprise Support can fill needed gaps and help you maximize the potential of your data infrastructure. Our team has extensive experience providing enterprise-grade technical support services for both cloud and on-prem environments. We help you resolve operational issues and queries in a joint investigation with customer engineers managing the deployment and provide code-based support to fix bugs that are impacting your usage.

Don't staff expensive experts around the clock; our Enterprises Support is the cost-effective solution for your business needs. We give you peace of mind knowing you have 24x7 support, so your applications are always available. You'll reap the benefits of open source technologies with Instaclustr Enterprise Support Service.

## Why Instaclustr?



**Experienced team** of Apache Cassandra, Apache Kafka, OpenSearch, Redis, and PostgreSQL operators around the globe



Support from the same **Hands-On Operators** that run our Managed Platform



**100% open source** technologies, so you know we'll never charge you license fees or lock you in with complicated contracts



**100 million node hours** of experience managing open source technologies



**Reduce your risk** of operational issues or being stuck with trying to fix your own bug in open source software



**Diverse experience** with helping companies of all sizes and in every industry like Financial Services, Technology, Gaming, Health, and Education



Can **diagnose** and resolve performance issues with guidance for operational tasks such as repairs, code and patch development, backup and recovery, detecting bugs, or any other help you may need



**Benefit Immediately** with no need for technical migration or integration

## General Support Scope

- 24x7 on-call escalation point for expert coverage for Apache Cassandra, Apache Kafka, OpenSearch, Redis, and PostgreSQL
- Guaranteed response time depending on your plan, 24x7 work to resolve critical issues
- Additional management tooling included in support scope

## What's Included

- Performance and maintenance assistance for high-latency, high-disk usage, and high-CPU usage events
- Specific advice and continuing effort 24x7 to assist with restoration of application during critical incidents
- Best practice advice in line with customer data model and consistency requirements
- Assistance with cluster expansion operations and scaling
- Best practice advice on and implementation steps for cluster backup and restore

- Best practice advice for deploying security features and capabilities
- Recommendations on security patches and vulnerabilities associated with supported software
- Work closely with customer engineers to diagnose and reproduce bugs
- Create patches or workarounds for bugs in supported open source technologies that are having a current impact on customers (patches will be submitted back to project)
- Enablement workshops

## Cassandra Inclusions

- Performance issues
- Data model best practice advice and troubleshooting specific data model issues
- Stability and functionality issues
- Operational issues such as repairs, backups, and other operational tasks
- Version upgrades

## Kafka Inclusions

- Performance issues
- Topic design and configuration best practice advice and troubleshooting specific topic configuration issues
- Stability and functionality issues
- Operational issues such as restoring cluster configuration, and other operational tasks
- Version upgrades

## OpenSearch Inclusions

- Performance issues
- Index design best practice advice and troubleshooting specific index configuration issues
- Stability and functionality issues
- Operational issues such as backups and other operational tasks
- Version upgrades

## Redis Inclusions

- Performance issues
- Data model best practice advice and troubleshooting specific data model issues
- Stability and functionality issues
- Operational issues such as backups and other operational tasks
- Version upgrades

## PostgreSQL Inclusions

- Performance issues
- Data model best practice advice and troubleshooting specific data model issues
- Stability and functionality issues
- Operational issues such as backups and other operational tasks
- Version upgrades

## Security and Compliance

- SOC 2 Certified

Instaclustr helps organizations deliver applications at scale through its managed platform for open source technologies such as **Apache Cassandra®**, **Apache Kafka®**, **Apache Spark™**, **Redis™**, and **Elasticsearch™**.

Instaclustr combines a complete data infrastructure environment with hands-on technology expertise to ensure ongoing performance and optimization. By removing the infrastructure complexity, we enable companies to focus internal development and operational resources on building cutting edge customer-facing applications at lower cost. Instaclustr customers include some of the largest and most innovative Fortune 500 companies.

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