

Professional Services Premium Consulting Support

All Redis Enterprise subscribers have 24/7 access to our Product Support team with elevated response times for production impacting events. Redis Professional Services consultants provide their consulting services during standard business hours within their regional time zones. However, there are scenarios where our Redis Enterprise customers would like our consultants available during preplanned non-standard business hours to assist with important production events such as new cluster activation, cluster upgrades, data migrations activities and high data traffic periods for consumer-facing applications. This Premium Consulting Support package will ensure that a consultant is available for these events during non-standard business hours. It budgets 8 hours of premium consulting assistance and can be purchased in greater quantities if a longer period of time is needed. These premium consulting support services should be scheduled through our project managers at least two weeks in advance of the production event.

Event Preparation Activities

- * Identify Target Dates & Coverage Times
 - Web conference sessions
- * Schedule Consulting Coverage
- * Review Procedure Documentation
 - Backups & restore plans (if applicable)
 - Test plans (if applicable)
 - Go/no-go decision criteria (if applicable)
 - Cluster & application monitoring
- * Submit Pro-active Support Ticket



Event Execution Activities

- * Execute Documented Procedures
 - Perform backups (if applicable)
 - Follow procedure steps (if applicable)
 - Monitor cluster & application status
 - Complete test plan (if applicable)
- * Validate Success Criteria (Go/No Go)
 - Go - accept configuration
 - No go - triage support issues (rollback to prior configuration if appropriate)

Event Closing Activities

- * Support Package Submission
 - Validate health of the cluster after event
- * Communicate Outcome of Event
 - Email summary with statuses
- * Identify Next Steps
 - Post-event meeting (lessons learned)
 - Update procedure documentation
 - Schedule further consulting assistance (if applicable)