

DATASHEET

Professional Services

Proactive Support, Consulting, and Advisory Services

Not all the challenges you face fall into a “break-fix” support model. Your organization may need services to address specific issues you’ve identified with the performance of open source software or technology in your environment. Or maybe you need proactive advice, the perspective of an expert to assess your environment, or recommendations on best practices for your open source technology stack. For these types of projects, OpenLogic’s Professional Services team has you covered.

Our Enterprise Architects (EAs) will collaborate with your team to gain a detailed understanding of your environment, business objectives, and constraints, and then make recommendations in line with best practices and long-term scalability. With experts across a range of technologies, we create actionable plans to accelerate your success — and we have the technical knowledge and capacity to implement recommendations for you when your team simply doesn’t have the bandwidth or skillset in-house.

Key Benefits

- **Provides expertise beyond “break-fix” support**, helps to diagnose and solve open source challenges
- **Optimizes outcomes for today and the future** — with EAs who stay current on evolving open source technologies
- **Provides insights and unbiased recommendations** in line with best practices and long-term scalability
- **Delivers actionable plans** to accelerate success

Proactive Support, Consulting, and Advisory Services Tailored to Your Needs

In today's connected and integrated world, with interdependencies across technologies and products, it can be difficult to identify the root cause of a problem in your environment. Our EAs have considerable expertise across open source solutions, platforms, systems, tools, databases, and software — with in-depth knowledge about how open source technologies interoperate most effectively in real-world environments. Based on the breadth of experience our EAs bring to the table, we help you establish the root cause, troubleshoot, optimize, and solve key challenges you face.

The following are some of the common projects and services we perform where we can provide significant value to you, speed your adoption of open source solutions, and ensure you're set up for success today and tomorrow.

PROACTIVE SUPPORT

OpenLogic support isn't limited to reactive fixes for isolated issues with a particular open source package.

When you open a case, we also provide consultative guidance, and we advise on products and circumstances related to your case wherever applicable. Taking it a step further, we even encourage you to open support cases proactively with questions about directional changes you are considering. We call this **Proactive Support**, and it's a courtesy we extend to you as part of our standard support offering. It extends the value of OpenLogic significantly — giving you access to expert advice whenever you need it.

Simply stated, companies that open proactive support cases have more success because it provides a path to healthy adoption and implementation of open source software packages. As a side benefit, we develop a more intimate relationship with you that gives us deeper insights into your roadmap and allows us to steer you toward products and practices that deliver a more robust and supportable environment.

Proactive Support answers questions you have about:

- Adding or replacing a technology in the stack
- Product purpose and community health
- Product strengths and weaknesses
- Product versioning and compatibility
- Resiliency/Availability best practices

- Scalability/Performance best practices
- Automation/Orchestration best practices

As these conversations progress, they may evolve into implementation-level details that require research, development, testing, and validation. Since we have the background on your goals and objectives, you're several steps ahead! We can quickly move into action to define a statement of work through an engagement with our Professional Services team where we complete the project with you.

We dedicate staff, set clear expectations, and create a predictable delivery timeline. This ensures customer success, and it enables us to size our team appropriately for implementing your planned projects and to address critical support cases on-demand.

GENERAL CONSULTING AND ADVISORY SERVICES

- **Best Practices Assessment:** Sometimes, teams need a second set of expert eyes on an existing open source project to ensure they haven't missed a step or made a decision that might cost them down the road. An assessment from OpenLogic focused on guidelines, configurations, workflows, and best practices is a smart choice that provides peace of mind for your project—and time and cost savings by optimizing your decisions and eliminating potential issues upfront so they don't cost you more in the future.
- **Roadmap Development:** Before you settle on your open source technology stack, have you completed a comprehensive roadmap and charted how your various solutions will interoperate, both now and in the future?

Our EAs have experience across open source packages and use-cases. They work with you to provide guidance on the most effective ways to reach your objectives and advise on which technologies or solutions you should consider for your roadmap. They know the solutions that are available in the marketplace and which technologies are nearing end-of-life.

We'll evaluate your environment, understand your use-cases, and provide you with a series of actionable roadmap steps to keep your environment relevant. We partner with you to develop a pathway for incrementally improving areas of the environment that require evolution; this prevents the need for painful wholesale replacement of your technology stack in late stages of the product lifecycle.

- **Health Checks and Architectural Reviews:**

It's important to evaluate the health of your environment and identify any roadblocks that may be holding you back today—or that may prevent you from achieving your future-state goals.

We perform Health Checks to diagnose your environment as it exists today, looking inward to identify issues and recommend solutions that bring your current-state environment back to full health. We perform Architectural Reviews to look outward from your environment, anticipating areas where you'll need to evolve to address your future-state objectives over the upcoming years.

In most cases, it's valuable to perform both audits together. Depending on the technology involved, we'll evaluate your currently deployed architecture to understand configurations, implemented features, traffic details, environment constraints, and current monitoring tools in place. Then, we work with you to understand future-state goals around:

- Scale, performance, functionality expectations and KPIs
- Uptime and Recovery Time Objective (RTO)/Recovery Point Objective (RPO) targets and KPIs
- Additive integrations and testing goals
- Future constraints and security expectations

Finally, we make recommendations for best practices, implementation changes, team enablement, monitoring, and operations.

- **Code Reviews:** As you implement new open source technology or add features, it's common to have questions about your code.

We conduct "paired programming" review sessions where one of our experts walks through the code side-by-side with you to identify problems and suggest potential code enhancements. This is a collaborative engagement, and we take into consideration the broader goals you're aiming to accomplish along with the tactical steps to address missing components, error handling, and logging.

- **Performance Tuning:** When an open source technology package isn't performing to your expectations, it may merit a performance tuning assessment where we identify root cause and recommend solutions.

We work with you to understand your current performance metrics and usage patterns, evaluate any relevant log files — and identify how you are testing and validating in your environment. We also look at documentation and any applicable diagrams to understand how systems, tools, hardware, and software are intended to function and interoperate. Then, we test and benchmark according to realistic performance expectations and make recommendation that can be implemented to resolve any issues identified from the assessment.

- **Consulting Hours:** Together with services mentioned above — as well as with upgrades, migrations, and implementations — many customers pre-purchase consulting hours to have quick access to EAs as they need them.

Pairing hours with services can be an effective approach, for example when you are undertaking a Best Practices Assessment or Health Check. Consulting hours can be applied for work needed to address any findings, gaps, or holes that are identified as part of a services engagement—making it a strong insurance policy. Additionally, the work can be scheduled quickly and efficiently since we have full details on your environment, objectives, and any challenges identified.

Get Started Today With a Free Consultation

Tap into the expertise of OpenLogic's Services team to speed your project delivery, establish the true root cause of challenges you face, optimize your outcomes, and gain insights and recommendations that enhance the overall value of open source solutions in your environment.

Contact an Account Executive to schedule a free consultation with one of our experts. We'll be happy to review the specifics of your project or consulting needs.