

OPTIMIZE YOUR RIAK® INVESTMENT

The Basho Professional Services team helps you design, customize, and implement a solution that is right for your application and that supports your business goals. Our technical experts are there to help you every step of the way from your initial data modeling and application development through deployment and on-going production tuning.

PROFESSIONAL SERVICES OVERVIEW

IMPLEMENTATION

- Riak KV Implementation
- Riak TS Implementation
- Riak S2 Implementation

ON-SITE TRAINING

- Operations Training for Riak KV & Riak TS
- Developer Training for Riak KV & Riak TS

ASSESSMENT / ANALYSIS

- System Assessment
- Performance Assessment
- Use Case & Data Access Analysis

CUSTOM SERVICES

- Example: Data Modeling
- Example: Data Migration

BUNDLE TOGETHER FOR HIGHER IMPACT

	Enterprise License or OSS Support Agreement	Riak System Assessment	Riak KV/ Riak TS Operations Training	Riak KV/ RiakTS Developer Training	Riak KV/Riak TS/ Riak S2 Implementation	Custom Services*
Pre-production Application is under development using Riak KV, Riak TS, or Riak S2	✓	✓	✓	✓	✓	
Production: Stable Application is in production; Riak KV, Riak TS, and Riak S2 are running well	✓	✓				
Production: Tuning Application is in production; Riak KV, Riak TS, or Riak S2 needs tuning	✓	✓	✓	✓		✓

“ Basho is a great company to work with. They are eager to help and always there to support. ”

– Bryson Koehler, Chief Technology Officer, The Weather Channel Companies

SERVICES MAPPED TO DEPLOYMENT SCHEDULE

Pre-production — Application is under development using Riak KV, Riak TS, or Riak S2



Production: Stable — Application is in production
Riak KV, Riak TS, and Riak S2 are running well



Production: Tuning — Application is in production
Riak KV, Riak TS, or Riak S2 needs tuning



PROFESSIONAL SERVICES DETAILS

IMPLEMENTATION

RIAK KV / RIAK TS / RIAK S2 IMPLEMENTATION

OVERVIEW

The Basho technical team will deliver **a fully functioning Riak KV, Riak TS, or Riak S2 implementation.**

TIMING

Ideally during design phase, before deployment

DURATION

Dependent upon size and complexity of desired implementation

LOCATION

On-site at customer’s location or remotely accessed

DELIVERABLES

- Review use case
- Design the system layout
- Configure the operating system and perform basic tuning
- Install and configure Basho software
- Set-up and test replication

ON-SITE TRAINING

RIAK KV / RIAK TS OPERATIONS TRAINING

OVERVIEW

This training program is a set curriculum to introduce the tools and techniques used to successfully operate Riak KV and Riak TS. Upon completion, attendees will be able to deploy and tune a Riak KV and/or Riak TS cluster, identify a monitoring strategy, identify and respond to common problem scenarios, set up backups, and set up Multi-cluster Replication.

TIMING

Ideally, during application design phase, before deployment

DURATION

3 days (includes trainer setup and post-class Q & A sessions)

LOCATION

On-site at customer's location or remotely accessed

CURRICULUM

Includes theory, best practices, and hands-on lab time

- How-to: Install simple Riak KV and/or Riak TS cluster
- How-to: Create, Read, Update, and Delete data
- Lab: Experiment with different deployment configurations
- Best practices: Performance tuning
- Best practices: Monitoring and troubleshooting
- How-to: Setup Multi-cluster Replication

RIAK KV / RIAK TS DEVELOPER TRAINING

OVERVIEW

This training program is a set curriculum to familiarize individuals with Riak KV and/or Riak TS features and development best practices, including: data modeling, data import and retrieval, and concurrency and conflict resolution. Participants will come away with the knowledge to design and develop basic applications using Riak KV and Riak TS.

TIMING

Ideally, during design phase, before deployment

DURATION

3 days (includes trainer setup and post-class Q & A sessions)

LOCATION

On-site at customer's location or remotely accessed

CURRICULUM

Includes theory, best practices, and hands-on lab time

- Foundational: Principles of Riak KV and Riak TS as distributed systems
- Foundational: Challenges of distributed architecture at scale
- How-to: Install simple Riak KV and/or Riak TS cluster
- How-to: Create, Read, Update, and Delete data
- Lab: Experiment with secondary APIs in Riak KV and/or Riak TS
- Lab: Work through sample applications
- Best practices: Data modeling in a key/value world
- Best practices: Understanding distributed access patterns

ASSESSMENT / ANALYSIS

HEALTH CHECK

OVERVIEW

A Health Check reviews the configuration of a Riak KV, Riak TS, or Riak S2 installation and identifies any deviations from best practices. Ideally, a Health Check should be performed prior to promoting a cluster into production and subsequently at periodic intervals.

TIMING

- Before deploying Riak into production
- Before a large, planned event (e.g., rollout / release)
- As a regular checkup (quarterly / annually)

LOCATION

Remote SSH access required

DELIVERABLES

Written report including:

- Description of customer's use case, existing infrastructure, and Riak installation
- Description of customer's overall system expectations
- Any observed issues, along with system, Riak, and operational best practice recommendations

PERFORMANCE ASSESSMENT

OVERVIEW

The Basho technical team will help identify and implement strategies to achieve performance requirements for a Riak installation. Performance assessments may uncover that the root problem lies in Riak, the customer's application, infrastructure, or a combination.

TIMING

When there are performance issues or concerns

DURATION

Varies, typically 3-5 days with a 3-day minimum

LOCATION

On-site at customer's location or remotely accessed

DELIVERABLES

Basho's performance assessment is a detailed and technical 8-step process designed to understand the use case, and define and meet performance goals. Actual work done may vary depending upon complexity of issues and amount of time purchased. Please contact your Basho Sales Representative for more details.

ASSESSMENT / ANALYSIS — CONT'D

USE CASE & DATA ACCESS ANALYSIS

OVERVIEW	This service will help the customer's in-house team define a data model and access patterns that meet their use case requirements and leverage Riak KV, Riak TS, and/or Riak S2 best practices.
TIMING	When use case and access patterns have been defined, or when active development is approaching or has begun.
DURATION	Varies, typically 3-5 days with a 3-day minimum
LOCATION	On-site at customer's location or remotely accessed
DELIVERABLES	<p>Delivered in order, as time purchased allows</p> <ul style="list-style-type: none"> • Review and understand the use case • Review existing primary and secondary data access patterns and existing data models to determine if there are any potential issues • Define performance requirements for the system in general, and determine if meet these requirements in the short / long-term • Develop alternative or new approaches as needed



CUSTOM SERVICES

PROOF OF CONCEPT, MIGRATION & OTHER CUSTOM SERVICES

OVERVIEW	Custom Services and pre-purchased Blocks of Days are available for project-based work that falls outside the scope of other offerings, such as doing a proof of concept or data migration.
TIMING	When additional resources or expertise are required to complete a project in the desired timeline.
DURATION	According to customer needs
LOCATION	Remote or on-site
DELIVERABLES	<ul style="list-style-type: none"> • Document detailing requirements and approach • Agreed upon technology or service, including any required user documentation • Final report summarizing work performed and any recommended next steps

RIAK CUSTOMERS

Some of the most data-intensive applications and businesses are using Riak.



EXPERTISE WHEN YOU NEED IT!

The Basho Professional Services team members are experts at design, development, and implementation of Riak KV, Riak TS, and Riak S2. Take advantage of the full range of expertise to help you implement a solution that is right for your application and supports your business goals. To purchase Basho Professional Services, please contact your Basho Account Manager or contact us at basho.com/contact.

ABOUT BASHO TECHNOLOGIES

Basho, the creator of the world's most resilient databases, is dedicated to developing disruptive technology that simplifies enterprises' most critical distributed systems data management challenges. Basho has attracted one of the most talented groups of engineers and technical experts ever assembled devoted exclusively to solving some of the most complex distributed systems challenges presented by Big Data and IoT.

Basho's database, Riak® KV, the industry leading distributed NoSQL database, is used by fast growing Web businesses and by one-third of the Fortune 50 to power their critical Web, mobile and social applications. Built on the same foundation, Basho introduced Riak TS, which is the first enterprise-ready NoSQL database specifically optimized to store, query and analyze time series data. Basho also provides Riak integrations for a variety of Big Data technologies like Apache Spark, Redis, Mesos, and Apache Solr.

For more information visit Basho.com which is full of interesting use cases, customer case studies and product detail, or docs.basho.com for technical documentation.

