

We believe all parts of the data product lifecycle must be addressed together. No matter where you are at in the lifecycle, we are ready to support you.

	Managed Services Gold	Managed Services Platinum
Core Features		
Managed Services On boarding	Per Cluster	Per Cluster
Management Coverage	24/7 US and India	24/7 US and India
Updates and Patches	✓	✓
Upgrades	Scheduled Upgrade	Rolling or Scheduled Upgrade
Clean Room; Site-to-Site VPN	Included	Included
Project Management		
Weekly Reporting	✓	✓
Schedule Review Call	Weekly; 30 min	Weekly; 1 hour
Quarterly Business Review	✓	✓
Monitoring, Reporting, and Testing		
Capacity Monitoring	✓	✓
Small File Reporting	✓	✓
Table Statistics and Partition Reporting	✓	✓
Incident Root Cause Analysis	✓	✓
Backup Management	✓	✓
Capacity Planning and Forecasting		✓
Proactive Failover Testing		✓
Multi-Cluster		
Multi-Tenancy Management YARN/HDFS/Impala		✓
Multi-Cluster Interoperation		✓
Multi-Cluster Replication		✓
Multi-Cluster Proactive Failover Testing		✓
Software and Automation		
Best Practices Analyzer	✓	✓
Ansible automation	✓	✓
Archway		✓
Pulse Support		✓
Accelerators		
Third-party tool integration		✓
Application Performance Tuning		✓
Development Coaching		✓
CDSW Extended Support		✓
On Boarding		
Virtual Clean Room Setup and User Access	✓	✓
Daily Standup; 15 min	✓	✓
Process Understanding and Runbook Creation	✓	✓
Develop Communication Plan	✓	✓
Develop Change and Incident Management Plan	✓	✓
Best Practices Evaluation	✓	✓
Alert Setup and Pager	✓	✓
Introduce Automation	✓	✓