

DataStax Enterprise – Expert Support

In their report, “Who’s who in NoSQL DBMSs”, Gartner group provided the following opinion about deploying open source database technology: “Gartner does not recommend unsupported open-source offerings for production applications.” Gartner’s view is reflected by other IT analyst groups who advise enterprises looking to deploy NoSQL databases in production do so only when they can utilize formal production support services by a commercial software vendor who backs the NoSQL database.

DataStax delivers the type of expert support and services for both production and non-production database systems that modern enterprises require and expect. The following briefly describes the support and service benefits included in a DataStax Enterprise subscription.

Around-the-Clock Expert Protection

The expert support team at DataStax provides the confidence and assurance required by an enterprise’s IT staff and leadership to deploy database technology in production. DataStax Support is staffed by Cassandra code committers and big data experts who work for DataStax.

DataStax Support staffs are located around the globe, and are available 24x7x365 to answer questions, help customers resolve issues, and keep DataStax Enterprise clusters up and running well. No one knows Cassandra better than the DataStax support and development teams.

Certified Software Updates

Certified software updates are routinely made available for DataStax customers, the frequency of which is determined by a variety of factors (e.g. any major security issue is fixed and immediately made available). Patches from the open source community as well as those found by DataStax are certified for production environments and included in software updates released throughout the year.

In addition, certain software patches are backported to previous releases of DSE to ensure any bug found that threatens the production viability of earlier DSE versions is removed.

Hot Fixes

DataStax customers that experience major performance or uptime issues due to a bug in DSE Cassandra are able to report the problem and receive a customized, patched version of DSE Cassandra that they can deploy back to production. This allows the issue to be immediately rectified vs. waiting for a new release of DSE Cassandra or open source Cassandra that includes the patch.

Bug Escalation

DataStax customers have the option of having a bug they discover in DSE Cassandra escalated so that it receives priority over other bugs with respect to being fixed. The bug escalation component of DataStax support helps ensure that issues found by customers receive the highest attention of DataStax engineering, with the end result being the fastest possible resolution for DataStax customer reported issues in Cassandra.



DataStax Enterprise delivers constant uptime and linear scale performance for online applications needing transactional, analytical, search, and in-memory workload support in a single platform.

Health Checks

The Cassandra and big data experts at DataStax conduct evaluations and assessments of customer deployments of DataStax Enterprise to help customers optimize their database clusters for maximum uptime and performance. DataStax works with customers to review everything from deployed data models, configuration and security settings, hardware selection, performance levels, and much more to ensure that each system is running the best it possibly can be for its given workload.

Support Differences Between Open Source Cassandra / DataStax Enterprise

The following table summarizes the software support and services differences between open source Cassandra and DataStax Enterprise.

Security Feature	Open Source Cassandra	DataStax Enterprise
Expert 24x7x365 Support	No	Yes
Certified Software Updates	No	Yes
Hot Fixes	No	Yes
Bug Escalation	No	Yes
Health Checks	No	Yes

Further Reading

DataStax support provides the expertise, guidance, and services required by modern businesses that need to deploy NoSQL database technology throughout their enterprise. For more resources and [downloads](#) of DataStax Enterprise, visit www.datastax.com today.