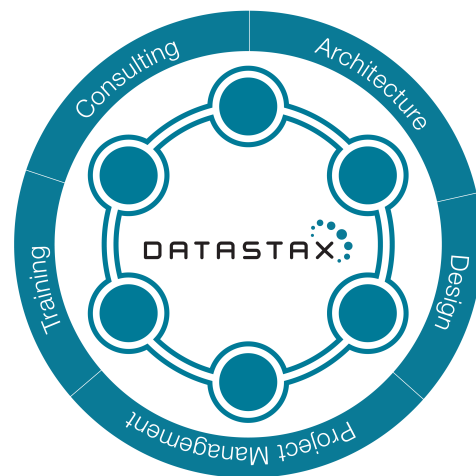


# DataStax Customer Success Architect Service Package

Wouldn't it be comforting to have a DataStax expert available to your team on a regular basis while building your application? As your application matures, the DataStax expert is available to help your team clear roadblocks and advise on relevant DataStax best practices.

The Customer Success Architect service package provides a DataStax expert to work closely with your team for scheduled, extended periods of time. The expert can deliver guidance and enablement in the use of DataStax technologies, tailored to your project and team members' skill level. This assistance helps accelerate technology adoption and fully realize your business goals.



## Approach

The Customer Success Architect works closely with you to understand key aspects of your architecture, application, use case and business needs. The architect then assists you with the following core services activities:

- Proactively identify and mitigate program/project risk areas
- Provide guidance and best practices for application development and integration
- Provide functional and technical solution architecture and design
- Deliver ad hoc enablement “just in time” for the adoption of unfamiliar DataStax software functionality
- Assist with the deployment and operation of production and development environments
- Assist with design and execution of appropriate load and performance tests
- Recommend appropriate key performance metrics and alert thresholds
- Provide performance tuning optimizations tailored to the workload and environment
- Provide direct management of support tickets, managing necessary support escalation
- Monitor product updates; assess and advise of the relevance of these updates to your project and environment

### About DataStax

It starts with a human desire, and when a universe of technology, devices and data aligns, it ends in a moment of fulfillment and insight. Billions of these moments occur each second around the globe. They are moments that can define an era, launch an innovation, and forever alter for the better how we relate to our environment. DataStax is the power behind the moment. Built on the unique architecture of Apache Cassandra™, DataStax Enterprise is the always-on data platform and has been battle-tested for the world's most innovative, global applications.

With more than 500 customers in over 50 countries, DataStax provide data management to the world's most innovative companies, such as Netflix, Safeway, ING, Adobe, Intuit, Target and eBay. Based in Santa Clara, Calif., DataStax is backed by industry-leading investors including Comcast Ventures, Crosslink Capital, Lightspeed Venture Partners, Kleiner Perkins Caufield & Byers, Meritech Capital, Premiji Invest and Scale Venture Partners. For more information, visit [DataStax.com/customers](http://DataStax.com/customers) or follow us on @DataStax.

© 2017 DataStax. All Rights Reserved. DataStax is a registered trademark of DataStax, Inc. and its subsidiaries in the United States and/or other countries. Apache Cassandra, Apache, Tomcat, Lucene, Solr, Hadoop, Spark, TinkerPop, and Cassandra are trademarks of the Apache Software

## Benefits

The Customer Success Architect service provides you with best practices honed over hundreds of similar customer engagements. Whether you are in the early stages of a new development or improving an application which is already in production, this services package will enable and accelerate your use of DataStax software. The package provides the following benefits:

- Improve your team's competence with the database - a critical part of the architecture
- Decrease time to market by avoiding time-consuming redesigns
- Improve internal confidence in development and operational management of the solution
- Reduce risk across architecture, development, and production operations
- Maximize infrastructure utilization

## Terms

See the [DataStax Services Terms](https://www.datastax.com/service-terms) ( <https://www.datastax.com/service-terms> ) for details and terms of Services delivery.

- This is a pre-paid Services offering.
- This package includes up to 60 Services days with the ability to schedule up to a maximum of 3 days per week.
- Included Services days will expire if not delivered within six months after receipt of a valid customer order.
- Travel and Expenses are NOT included in the cost of the package.
- A "day" is defined as an eight-hour day; partial days will constitute an eight-hour day of delivery for this purpose.

For more information, please contact your account executive or send an email to [servicesrequests@datastax.com](mailto:servicesrequests@datastax.com)

### About DataStax

It starts with a human desire, and when a universe of technology, devices and data aligns, it ends in a moment of fulfillment and insight. Billions of these moments occur each second around the globe. They are moments that can define an era, launch an innovation, and forever alter for the better how we relate to our environment. DataStax is the power behind the moment. Built on the unique architecture of Apache Cassandra™, DataStax Enterprise is the always-on data platform and has been battle-tested for the world's most innovative, global applications.

With more than 500 customers in over 50 countries, DataStax provide data management to the world's most innovative companies, such as Netflix, Safeway, ING, Adobe, Intuit, Target and eBay. Based in Santa Clara, Calif., DataStax is backed by industry-leading investors including Comcast Ventures, Crosslink Capital, Lightspeed Venture Partners, Kleiner Perkins Caufield & Byers, Meritech Capital, Premiji Invest and Scale Venture Partners. For more information, visit [DataStax.com/customers](http://DataStax.com/customers) or follow us on @DataStax.

© 2017 DataStax, All Rights Reserved. DataStax is a registered trademark of DataStax, Inc. and its subsidiaries in the United States and/or other countries. Apache Cassandra, Apache, Tomcat, Lucene, Solr, Hadoop, Spark, TinkerPop, and Cassandra are trademarks of the Apache Software

