

# ENTERPRISE SUPPORT *24x7 support service from experienced operators*











Open source technologies are powerful in their ability to support the data requirements of high-performing applications. But they can be difficult to architect, deploy, and manage.

NetApp® Instacluster Enterprise Support can fill gaps and help you maximize the potential of your data infrastructure. Our team has extensive experience providing enterprise-grade technical support services for both cloud and on-prem environments. We help you resolve operational issues and queries in a joint investigation with your engineers and provide code-based support to fix bugs that are impacting your usage.

Don't staff expensive experts around the clock; our enterprise support is the cost-effective solution for your business needs. We give you peace of mind knowing you have 24x7 support, so your applications are always available. You'll reap the benefits of open source technologies with Instacluster Enterprise Support.

## WHY CHOOSE INSTACLUSTER FOR OPEN SOURCE?

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|  <p><b>Worldwide team</b><br/>Apache Cassandra®, Apache Kafka®, OpenSearch®, Valkey, PostgreSQL®, and Cadence® operators around the globe</p> |  <p><b>Diverse portfolio</b><br/>Helping companies of all sizes and in every industry like financial services, technology, gaming, health, and education</p>                      |
|  <p><b>Expert support</b><br/>Get support from the same hands-on operators that run our managed platform</p>                                  |  <p><b>Reduced risk</b><br/>We've got you covered! Don't worry about fixing operational issues and open source bugs on your own</p>   |
|  <p><b>Experienced management</b><br/>More than 360 million node hours of experience managing open source technologies</p>                    |  <p><b>Immediate benefits</b><br/>No need for technical migration or integration</p>  |
|  <p><b>100% Open source</b><br/>We'll never charge you license fees or lock you in with complicated contracts</p>                             |  <p><b>On-call diagnosis</b><br/>Resolve performance issues for operational tasks such as repairs, code and patch development, backup and recovery, detecting bugs, and more.</p> |

## *What's included*

- Performance and maintenance assistance for high-latency, high-disk usage, and high-CPU usage events
- Specific advice and continuing effort 24x7 to assist with restoration of application during critical incidents
- Best practice advice in line with customer data model and consistency requirements
- Assistance with cluster expansion operations and scaling
- Best practice advice on and implementation steps for cluster backup and restore
- Best practice advice for deploying security features and capabilities
- Recommendations on security patches and vulnerabilities associated with supported software
- Working closely with customer engineers to diagnose and reproduce bugs
- Creating patches or workarounds for bugs in supported open source technologies that are having a current impact on customers (patches will be submitted back to project)
- Enablement workshops

## *General support*

- 24x7 on-call escalation point for expert coverage for Apache Cassandra®, Apache Kafka®, OpenSearch®, Valkey, PostgreSQL®, and Cadence® operators around the globe
- Guaranteed response time depending on your plan, 24x7 work to resolve critical issues
- Additional management tooling included in support scope

## *Security and compliance*

- SOC 2 certified
- PCI-DSS available
- HIPAA available
- ISO 27001 and ISO 27018 certified

NetApp® Instaclustr specializes in open source technologies for enterprises. Our managed platform streamlines data infrastructure management, backed by experts who ensure ongoing performance, scalability, and optimization. This enables companies to focus on building cutting edge applications at lower costs.