Customized support, purpose-built services: Mission-first enterprise data management

Cloudera Public Sector Support and Professional Services offer more than just another cloud solution: With multiple tiers of offerings tailored to your organization's needs and modernization journey, our support teams and professional services are dedicated to your successful enterprise data cloud platform. Our Professional Services solutions architects partner with you throughout your Cloudera Data Platform (CDP) journey—from initial design through deployment and ongoing maintenance, fine-tuning and optimization. Cloudera's Public Sector Support offerings are augmented by our exclusive predictive support engine, enabling comprehensive, proactive analytics and insights that reliably increase uptime, accelerate issue-resolution, and expedite access to your most impactful features. Our combined support and professional services deliver to your fingertips the immense power and promise of data—positioning your agency and your mission to maximize impact and exceed expectations.

Prevail in Every Step of the Cloud Journey Through Professional Insights and Smart Services

SmartStart: Get started with the Cloudera Platform in your data center using best practices to design and set up a Cloudera cluster. Enjoy enhanced security for authentication, authorization, auditing and data governance. Implement an Edge2AI use case that demonstrates value

CloudSmart: Successful cloud adoption requires careful evaluation of workloads and available cloud deployment options in order to develop the right solution for success, including an ROI based roadmap. Cloudera provides everything organizations need to address strategy as well as advisory, assessment and adoption requirements. The result is a seamless and end-to-end cloud experience that maintains existing SLAs and recognizes target ROI

SmartMotion: Get started with real-time analytics using Cloudera Data Flow (CDF), Data In Motion stack design and setup, and streaming analytics use case implementation

SmartMigration: Assess and plan to optimize your current state to hybrid architecture; upgrade legacy Cloudera CDH or HDP deployments to the latest versions; migrate legacy Cloudera CDH or HDP workloads to CDP in your data center

SmartUpgrade: Cloudera offers the most technical experts and real-world experience on the globe to help you plan, pilot and migrate your big data solution to production quickly, painlessly, and with peak performance. No one knows the big data ecosystem better than Cloudera Solution Architects or has more skills configuring, securing, benchmarking, and deploying large-scale enterprise data hubs. Enterprise data hubs configured according to Cloudera's best practices stand up faster, with less risk, and at a lower total cost

SmartOffload: Offload your legacy data warehouse and workloads to the Cloudera platform through discovery, detailed analysis and offload roadmap that optimize performance

SmartHealth: Ensure optimal overall performance through comprehensive platform health checks that review cluster and components, data and applications, security and governance as well as cluster operations. Optimize applications based on prioritized recommendations **provided by Cloudera's Professional Services seasoned architects**

Cloudera Public Sector Professional Services and Support can provide cleared US Citizens on US soil experts for every Cloudera offering—from the edge to AI—including all legacy Cloudera and Hortonworks components.

Catalyze Performance Through Best-in-Class Support from the Leader in Enterprise Data Platforms

- End-to-End Coverage
- Ongoing Account Health Checks
- Rich Knowledge Base on Core Technical Topics
  - Pool of cleared talent for projects that require resources with a clearance
  - Access to on-site or remote subject matter experts across the entire stack

- Flexible Support
- Support for Workflows and Escalation Process
- Air Gap Tooling for Sensitive Data
- Solution Guides & Production Summaries
- Scheduled Cloudera Data Platform (CDP) Releases

- Thorough Documentation
- Proactive Support Throughout Lifecycle
- Community and Customer Experience Advocacy

Cloudera Public Sector U.S. Citizen/U.S. Soil Support

ALL LEVELS

✓ Verified U.S. Citizens on U.S. Soil experts for every component on the CDP

✓ **Support Hours of Operation**—24x7 for Severity 1 | 8x5 for Severity 2-4

PREMIER

✓ **Cloudera Cleared Support**—Access to cleared support engineers who meet the security requirements of your organization, for every component of CDP

✓ **Cloudera Premier Support Engineer (PSE)**—A technical resource who is 25% dedicated with a 4:1 client ratio and up to 10 onsite visits per year to assist with upgrades, patches, demonstrations, etc. The PSE can visit at the customer's request with as little as one day's notice or on a quarterly basis

✓ **Cloudera Designated Support Engineer (DSE)**—An expert product engineer who is designated for onsite troubleshooting with up to 25 onsite visits per year

✓ **Premier Center of Excellence (CenEx)**—The CenEx team partners with the PSE to instill best practices that optimize and stabilize production environments

✓ **VIP Live Education Sessions**—The PSE provides intimate webinars with Cloudera leaders such as Product Managers and lead engineers to share key messages and engage in an interactive Q&A session with customers

PREMIER PLUS

✓ **Cloudera Cleared Support**

✓ **Cloudera Premier Support Engineer (PSE)**—A technical resource who is 50% dedicated with a 2:1 client ratio and up to 20 onsite visits per year to assist with upgrades, patches, demonstrations, etc. The PSE can visit at the customer's request with as little as one day's notice or on a quarterly basis

✓ **Cloudera Designated Support Engineer (DSE)**—An expert product engineer who is designated for onsite troubleshooting with up to 50 onsite visits per year

✓ **Premier Center of Excellence**

✓ **VIP Live Education Sessions**

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CLOUDERA