Advisory Services

Overview:

Advisory Services are designed to provide expert guidance aligned with your priorities, initiatives, environment, and workloads. Experts may advise on a wide range of areas, including best practices, infrastructure sizing, performance optimization, migration, scaling, and more. They can also work with your team to identify other technical services packages to help fast-track high-priority business initiatives.

Benefits:

Advisory Services provide a CockroachDB expert who works closely with you to provide high-value advice and guidance. The benefits include:

- **Expert advice:** CockroachDB experts have experience on a wide range of projects and can quickly address your specific needs.
- **Proactive:** CockroachDB experts can proactively identify areas of improvement through familiarity with your applications and workloads.
- **Domain-specific:** By working closely with your teams, the CockroachDB expert can tailor recommendations to your specific challenges.
- **Flexibility:** As the business needs and priorities evolve, the areas of focus can be adapted.

Scope:

Advisory Services work closely with your team to identify a set of priorities on a quarterly basis. During the initial phase of the engagement, the expert will review your environment and planned workloads and collaborate with you on your plan and path to production. After this initial planning, the expert will meet with you on an agreed-upon cadence (e.g., bi-weekly) and provide ongoing guidance, advice, and status. Your team will also have access to the expert via a dedicated Slack channel.

Duration:

Advisory Services are part of Enterprise Support and continue for the duration of your Enterprise subscription. Your subscription also specifies the number of days per month that you are entitled to access the Advisory Services.

Prerequisites:

Your team members are expected to have taken the appropriate Cockroach University courses and have a working knowledge of SQL and CockroachDB fundamentals. Cockroach Labs will require timely access to environments and participation of team member(s) with workload- and environment-specific knowledge, who will be responsible for implementing and iterating on recommendations.