

AtScale's Professional Services

AtScale offers a wide array of professional services to ensure you are successful at bridging the gap between your BI users and their data. Our Professional Services team helps customers implement use cases, tune their Hadoop cluster or improve their working knowledge of the AtScale Intelligence platform. Whether you are starting your journey with AtScale or want to expand the power of our platform to put the data in the hands of your business users, we are here to help.

Services

ATSCALE QUICK START (Up to 200 hours)

AtScale Quick Start helps our Customers get up and running with the AtScale platform quickly and successfully. This pre-defined services engagement, utilizing an AtScale Technical Account Manager (TAM) to oversee the project, will ensure understanding of your First Use Case, as well as installation and configuration of AtScale and transfer of knowledge to your team.

CUSTOMER ONBOARDING

- Introduce Customer to Field Services and Customer Support, outline overall Quick Start program, objectives, timelines and responsibilities.
- Technical Account Manager and Customer define First Use Case and deployment success criteria together.

FIRST USE CASE DEFINITION & PLANNING

Access to AtScale Customer Portal

DATA MODELING

- Design first data model that supports the defined First Use Case
- Data modeling session (2 hours) for a hands-on walk-through utilizing AtScale Intelligence Platform

TRAINING

Two training sessions will be delivered one-time as part of the AtScale Quick Start

1. AtScale Cube Designer Training (see details below)
2. AtScale Administration Training (see details below)

INSTALLATION

- TAM will install and Configure AtScale in one Edge Node.

DELIVERABLES

- First Use Case Success Plan
- First Use Case definition, success criteria and project plan
- AtScale License Key
- Access to AtScale Customer Portal
- AtScale installed, configured and ready for First Use Case in production
- Transition of day to day support to the Customer Support Team

ATSCALE OPTIMIZATION & CLUSTER TUNE UP (Scoped)

AtScale will assess your current AtScale on Hadoop environment based on AtScale's best practices. Your AtScale team will perform the tasks required to get your cluster ready for optimal performance of the AtScale Intelligence Platform and will do a full AtScale installation or upgrade across applicable environments (development, production, etc.).

PROJECT DETAILS

- Review environment settings
- Review System and Manual Aggregates
- Optimize Configuration and Settings
- Tuned SQL on Hadoop Engine
- Recommend changes to improve query performance and maintainability

- Installation and Configuration of AtScale on additional nodes (1 node is covered in and Quick Start)
- Validation and testing
- Knowledge transfer of new features & functionality in the upgraded AtScale version

DELIVERABLES

- Cluster assessment recommendations
- AtScale installed, tuned and ready to use

LEGACY CUBE MIGRATION TO ATSCALE (Scoped)

This Service will leverage AtScale's migration tools and best practices to migrate your legacy cube onto AtScale.

PROJECT DETAILS

- Assessment of customer's existing cube & data model
- Identify current cube measures & dimensions
- Identify calculated columns & calculated measures

- Define and document the migration approach and provide timing for the migration
- Migrate cube definition to AtScale Design Center
- Validate Cube/Performance Testing

DELIVERABLES

- Cube Migration Plan Documentation
- Cube migrated to AtScale and ready for use

USE CASE DEVELOPMENT/WORKSHOP (for additional use cases)

(Typical engagement is 3-5 business days onsite)

Learn from AtScale's past engagements to maximize the success of your projects. An AtScale Technical Account Manager will assist you with the delivery of your use case.

PROJECT DETAILS

- Identify Customer's top business objectives
- Review use case detailed business requirements.

- Define data requirements
- Build Cube
- Provide best practices and knowledge transfer.

DELIVERABLES

- Data Strategy
- Cube ready for reporting

Training

CUBE DESIGNER TRAINING (4 Hours in Class)

The AtScale Cube Designer training is intended for Data Analysts, Business Analysts, and Data Administrators responsible for preparing data for business intelligence (BI) analysis. This course will start with a use case then walk you through each step to deploy it, by modeling it in AtScale's virtual cube. After we develop your cube we will build a dashboard to execute queries, then we will continue the journey by having a deep dive on aggregates.

COURSE OBJECTIVES (AT THE END OF THIS COURSE YOU WILL BE ABLE TO)

- Learn best practices of deploying a use case via AtScale virtual cube model; including measures, dimensions, relationships, hierarchies and other metadata.
- Learn AtScale + Hadoop architecture
- Understand the general goals and best practices of data modeling in AtScale
- Learn how AtScale uses Hadoop, Hive and the SQL-on Hadoop engines
- Discover how and why AtScale generates and uses aggregates
- Prepare and manage aggregates for a cube
- Connect to virtual cubes from your BI tools
- Monitor queries issued by your BI tool
- Advanced cube design topics also covered

COURSE DURATION & CONTENT

- 4 hour lecture and hands-on lab exercises.
- This is a build up on lab so attendees must complete the first lab assignment to move on to the next. We assist progress if students need to stop out, take a call, or fall behind.
- Verify lab requirements.

DELIVERY METHOD

Instructor-led onsite or webinar

PREREQUISITES

General knowledge of:

- Hadoop / Hive
- SQL
- Business Intelligence (BI)

TARGET AUDIENCE

- Business Analysts
- Data Analysts
- Data Administrators

CLASS SIZE

Min is 4 and max is 12 people for the hands on components of this training.

DELIVERABLES

- Slides to walk the customer through their Journey in deploying a use case.
- Hands on Lab Exercises, to deliver a hands on experience to highlight the best practices of deploying their use case (cube).
- Project, which includes solution to the hands on lab; This project contains a cube for each phase. i.e. If an attendee has to step out for a phone call they can easily get caught to where everyone else is in the lab exercise.

ATSCALE ADMINISTRATOR TRAINING (3 Hours in Class)

The AtScale Cube Designer training is intended for Data Analysts, Business Analysts, and Data Administrators responsible for preparing data for business intelligence (BI) analysis. This course will start with a use case then walk you through each step to deploy it, by modeling it in AtScale's virtual cube. After we develop your cube we will build a dashboard to execute queries, then we will continue the journey with a deep dive on aggregates.

COURSE DURATION & CONTENT

- 3 hour lecture.
- User Management
- Advanced Configuration
- Troubleshooting/Logging & Monitoring
- Performance Optimization
- High Availability Management
- Best Practices.

DELIVERY METHOD

Instructor-led onsite or webinar

PREREQUISITES

- General knowledge of:
- UNIX
- Hadoop / Hive
- SQL
- Business Intelligence (BI)

TARGET AUDIENCE

- Data Administrators
- UNIX Administrators

CLASS SIZE

No min class. This course is focused on users who will administer the system, so should not be more than a handful.

DELIVERABLES

Slides to walk customer through their Journey and highlight best practices to continue using.