



Professional Services

Deep Ruby Experience

Engine Yard Professional Services leverages the company's deep experience obtained through helping thousands of customers develop, deploy, manage and scale Ruby on Rails applications. Engine Yard can provide a wide range of professional services to help you improve application performance, customize your instances, migrate from a third-party platform, or help you recover from or even prevent outages.

Key Portfolio Offerings

Deployment Services	Application Services	Failure Avoidance
New Application Bring-up	Database Analysis	Recovery Point Objective (RPO)
Migration Assistance	Performance Analysis	Recovery Time Objective (RTO)
Custom Chef Recipes	Quarterly Maintenance	Multi-Region Clusters
Inspect (code review)	JRuby Consulting	

Deployment Services

New Application Bring-up

Need help deploying your application on Engine Yard for the first time? Our deployment experts can help you configure your environments, select the appropriate Ruby runtime and application server, and install all of the GEMs necessary for your application.

Migration Assistance

Already have a Ruby on Rails application on a local environment or deployed with a different cloud provider? We can help you move your application over to Engine Yard's environment quickly and painlessly.

Custom Chef Recipes

Interested in running MongoDB, Resque or Sphinx as part of your application stack? No problem, our experts have extensive experience supporting customers running these and many other software components in the Engine Yard Cloud.

Inspect (code review)

Concerned about going live with your application? Let us review your code. The Inspect service offers an in-depth analysis of environment configuration, application setup, security, application boot code, code in lib directory, controller code and model code.

Application Services

Database Analysis

All data-centric web applications should strive for an optimized database from their very inception, and continue to review and refine its structure and query activity over its lifetime. By optimizing your database model, you'll be able to reduce:

- Response time and inefficient queries
- Dead data and data contention
- Outdated indexes



During a database analysis engagement, we'll provide you with the following reports that summarize key performance characteristics and provide you with a set of key recommendations:

Report	Description
Duplicate Key	Production application is completely down or unusable
Counter	Queries run against the server (buffer and disk accesses for reads and writes)
Query	Collect all queries in slow query log format (which contains a lot of metadata per-query, especially the actual run times for each query) over a certain time window.

Performance Analysis

This offering is designed to ensure that your application is performing at its highest level of efficiency. Our experts will review and monitor all aspects of your application and provide you with a range of reports that summarize key performance characteristics and provide you with a set of key recommendations

Report	Description
Available Capacity	Nodes and slices, node CPU usage, available node memory
Resource Usage	Disk space and per-environment resource usage (CPU, swap, disk IO wait)
Out of Memory and Allocation Errors	Improve system stability and avoid process failure through detailed analysis of any out of memory conditions in your system
Alerts Received	Alerts generated from site inaccessibility, and from exceeding system-level checks such as CPU, disk space, and memory. Includes Nagios alerts
Memcached Analysis	RAM utilization, statistics, recommendations
Application Analysis	Software differences and recommended updates
Scalability Analysis	Monit, Mongrel and New Relic analysis

Quarterly Maintenance

The majority of web applications are developed in a reactive mode - if it works don't mess with it. The reality is that applications need proactive servicing just like many of the products in our lives. With the Quarterly Maintenance program, you'll benefit from regularly scheduled application and database analysis that will help improve customer satisfaction by minimizing issues such as poor performance, resource errors, out of data software versions and more.

Failure Avoidance

In addition to the functionality that comes standard in Engine Yard AppCloud, Engine Yard Professional Services can implement a wide variety of custom solutions optimized for a customer's needs, including:

- Recovery Time Objective: Enhancements that help achieve required service-level guarantees
- Recovery Point Objective: Enhancements that achieve acceptable data loss requirements
- Improved Resiliency: Hot standby configuration spanning multiple Amazon EC2 Regions

Pricing and Other Services

Need a quote? No problem! Contact us at proservices@engineyard.com or visit us at engineyard.com/services to submit a request. Are there services that you would like us to help you with that were not identified in the list above? Just ask and we'll either put together a custom quote or introduce you to one of the hundreds of development partners and digital agencies in our partner network that can do everything from enhancing your application to full-service application development.