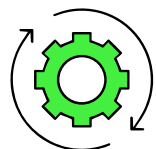# ENGINE YARD
Platinum Support

Database Administration

Run your applications with superior performance and high availability with our Database Administration.

Deploy AWS Services

We can help you take advantage of right AWS services to increase application resilience and deliver high performance.
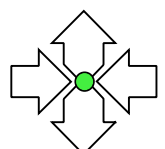
Application Upgrades

Our experts will upgrade your applications. Platinum is the easiest way to eliminate years of technical debt.

Site Reliability Assistance

Improve your application performance with managed, monitored APM and Site Reliability Assistance.

Compliance Assistance

Is compliance taking a lot of your time? Get all the assistance you need from the Engine Yard team.

ENGINE YARD

PLATINUM SUPPORT OVERVIEW

Engine Yard Platinum Support brings you whole new capabilities where Engine Yard experts become part of your extended team.

AWS services are constantly evolving and the complexity keeps increasing every year. Running your application with high availability, strong security and superior performance requires deep expertise in Database Administration, DevOps and AWS Architecture. We understand that building and maintaining that level of expertise in-house is hard and expensive. That is why we are introducing Platinum Support where Engine Yard experts handle these mission critical tasks for you.

Platinum Support handles Database Administration, Application Modernization, Compliance, Deploying AWS Managed Services and Site Reliability Engineering for you so that you can focus on running your business.

DATABASE ADMINISTRATION

With Platinum Support, the EY team handles Database Administration so that you can run your applications with superior performance & high availability without having to have an expert DB Admin in-house.

Services[1]:

➤ Health analyses and recommendations (monthly)
➤ Performance tuning including slow query remediation
➤ Backup & restore on demand
➤ Uptime management + recovery with runbook execution
➤ Configuration and deployments
➤ Disaster recovery configuration
➤ Consultations - best practice advice on retooling DB and application architecture
➤ Migrations
➤ Database upgrades

[1] Excludes execution of application and Database architecture changes

APPLICATION UPGRADES

Modernize your applications - EY experts can upgrade and migrate your applications to the latest technology with minimal involvement from your team. Platinum service is the easiest way to eliminate years of technical debt.

Services[2]:

➤ Engine Yard Stack upgrades
➤ Ruby & Rails upgrades
➤ Migration from x86 to ARM
➤ Containerization - dockerize and deploy your application on containers so that your applications can auto-scale. No more overprovisioning or under-provisioning.

SITE RELIABILITY ASSISTANCE

Application Performance Monitoring and Site Reliability Engineering Assistance from EY experts. We'll install APM, configure and monitor your application performance. This service delivers regular reports and recommends application changes necessary to improve performance.

Services[3]:

➤ Deploy Application Performance Management (APM)[4] & monitoring tools
➤ Site performance and reliability analysis (monthly)
➤ Advanced Application Diagnostics: Reporting and recommendations on required application changes (monthly)
➤ Runbook execution against alerts

[2] Excludes testing of the application, application bug fixes and feature improvements Unless otherwise specified, all services are ongoing and are delivered as needed.
[3] Application Performance Monitoring (APM) and Site tool required for this service and customers bring their own license. Your application may need to be upgraded before deploying APM. Excludes implementation of application specific changes.
[4] Supported APM tools: New Relic, Scout APM. Please contact us if you need any other APM.

COMPLIANCE ASSISTANCE

Your security and compliance audits need platform details of the platform including SOC II reports. Get all the compliance help you need from the Engine Yard team.

Services[5]:

➤ SOC II compliance reports
➤ Provide infrastructure details to auditors
➤ Collaborate with your auditors on platform security and compliance

DEPLOY AWS SERVICES

AWS services such as RDS and ElastiCache are far more resilient to failures and deliver high performance. EY experts can help you take advantage of AWS managed services where appropriate - services include architecture consultation, migration, configuration, monitoring and management.

Services[6]:

➤ Configure and deploy CloudFront, S3, EFS, ELB for your application
➤ Configure and maintain Web Application Firewall (WAF), AWS Certificate Manager, Route 53
➤ Migrate to and manage ElastiCache, Relational Database Service (RDS), OpenSearch
➤ Configure Virtual Private Cloud (VPC), VPC Peering, NAT Gateway
➤ Consultation on Application Cloud Architecture and AWS service adoption

LEVERAGE ENGINE YARD EXPERTISE TO HANDLE YOUR AWS ARCHITECTURE & OPERATIONS

✉ customersuccess@engineyard.com

[5] Excludes audits related to application and application logic
[6] Excludes services where Application Logic is deployed. Please contact us if you need platinum services on any other AWS services. Unless otherwise specified, all services are ongoing and are delivered as needed.