

PubSub+ Pre-production Check Up and Go Live Support

Deploying an application to a production environment is a critical step in getting value from the tools, resources, and overall investment made in IT projects. And the business you support is depending on successful and timely cut-over.

Help ensure a successful production Go-Live by bringing in Solace Professional Services to do a thorough review and audit of the application(s) with the Pre-production Check Up and Go Live Support package.

The Pre-production Check Up and Go Live Support packaged service will provide you with confidence your production cut-over will be as successful and as problem-free as possible.

Solace Professional Services' intimate knowledge of the PubSub+ Platform components, combined with a wealth of industry experience, ensures we know the questions to ask and issues to watch out for in the Pre-production Check Up. This checklist and process continually improves with every customer application that successfully goes live. A win-win for Solace and customers alike.

With optional Go Live Support, Solace will assign a resource familiar with the project to be on call and ready to assist should any issues arise on Go Live day. This is a great "hand holding" option to provide an enhanced level of confidence.

Activities Included

Verify the Environment Matches Architecture and Design

Review Solace environment with system architects and application owners to verify the system implemented matches design documents and deployment plan.

Recommend actions to modify environment to match design or documents to match environment

Flag any design or implementation decisions that match documents but do not align with current Solace best practices.

Verify Environment Settings, Limits and Thresholds Meet Best Practices

System is configured based on use case(s) not out-of-the-box defaults

Review Test Plan Content, Completeness and Results

Assess test plan(s) cover Solace recommended cases for environment and applications

Verify tests have been executed per documented test plan and results confirm successful test completion

Verify that Operational Teams Follow Documented (via Runbook) Procedures

Ensure documented procedures of the Solace environment includes sufficiently detailed sections covering:

- Normal day-to-day operation
- Common edge and error conditions
- Modifying the environment to add new elements or change existing elements
- Scale environment based on capacity data

Verify Monitoring and Capacity Planning

Event thresholds are set to values that are consistent with use case expectations rather than defaults

Alerts are generated and acted on based on events

Capacity data is collected, stored, and procedures established to analyze and take action on capacity expansion before system limits are reached

Provide Production Readiness Report

Summarize findings in a formal report, classifying concerns as high, medium, or low concern. The report will provide an overall recommendation for the environment to be ready or not for production.

Assistance During Go-Live

Dedicate a resource knowledgeable of environment and use case during go-live window to provide expertise, remote or on-site

Coordinate with operations, application, and network teams, as needed, to quickly respond to any questions/issues that arise

Coordinate with Solace Support in the event of any unforeseen product issues

Benefits

- Solace Professional Services have performed this check on hundreds of projects and bring this experience to your project by providing an "extra set of eyes" to your cut-over.
- Improve confidence in the production cut-over, not only for the application team but also the stakeholders and business users counting on a successful migration.
- Optional Go Live support adds a dedicated support contact to help quickly resolve any cut-over day issues.

Pricing and Duration

This service starts at 40 hours with a Solace Professional Services consultant. The optional Go Live Support varies depending on the required window of support needed.

Pricing starts at \$11,000 list.