



# Operational Resident Program

ESTABLISHING A CENTER OF EXCELLENCE FOR SCALABLE SUCCESS

## Key benefits

- **Faster time to value:** Achieve quicker deployment and operational effectiveness to maximize the return on your Couchbase investment.
- **Reduced risk:** Proactively address issues before they become outages or service disruptions.
- **Operational control:** Gain enhanced control over performance, costs, and resource management to optimize efficiency.
- **Proactive and preemptive support:** Build resilient systems through proactive maintenance, monitoring, and troubleshooting.
- **Knowledge transfer:** Empower your team with valuable Couchbase expertise to ensure long-term operational success.
- **Scalable expertise:** Use our flexible resource allocation to meet your needs on-site or remotely.

## Overview

Are critical projects in your organization delayed because your team is overwhelmed with day-to-day tasks? Is it difficult to scale resources to meet the demands of new technology deployment and transitions? Maintaining optimal operational performance while integrating new technologies can be a struggle for IT leaders, so we designed the **Couchbase Operational Resident** program to help address your toughest operational challenges.

Our Operational Residents provide dedicated on-site or remote expertise to support your operations while also driving knowledge transfer and empowering your team for long-term success. Whether you need help with scaling your Couchbase infrastructure, troubleshooting, or adopting the latest Couchbase technology, our Operational Residents offer a flexible, high-impact solution to optimize performance, reduce risk, and drive business value.

Your dedicated expert will become deeply embedded in your team to help manage day-to-day operations, streamline workflows, and optimize Couchbase technology. Our residents are equipped with the knowledge and tools to address your needs and deliver measurable outcomes with all Couchbase technologies, including Couchbase Server, Couchbase Mobile, Full-Text Search, and the Capella Columnar database.

## Who should use the Operational Resident program?

- **Large enterprises** with critical large-scale Couchbase deployments that need expert guidance and support to manage daily operations and optimize performance.



- **Growing organizations** transitioning to Couchbase or scaling their infrastructure that require flexible, hands-on assistance to maximize value and minimize risk.
- **IT teams** that need additional expertise to handle new technology implementations, troubleshooting, and operational management without increasing headcount.

## Operational Resident responsibilities

Our Operational Residents specialize in operational and administrative support for your Couchbase environment to ensure smooth transitions and optimized performance. The key duties of an Operational Resident include:


- **Daily operations management:** Take responsibility for the day-to-day management and monitoring of defined technologies to ensure smooth operation.
- **Troubleshooting and issue resolution:** Proactively identify, troubleshoot, and resolve performance and operational issues while providing detailed technical insights.
- **Proactive monitoring and alerts:** Continuously monitor your Couchbase environment to report potential issues and offer advice on remediation and preventive measures.
- **Upgrade and patch management:** Provide guidance and hands-on assistance with installation, updates, patches, and upgrades to ensure your system remains up to date.
- **Configuration review and adjustments:** Assist with configuring and optimizing your Couchbase environment and implementing recommended changes based on capacity and performance audits.
- **Escalation support:** Offer enhanced support escalation to Couchbase Technical Support for advanced troubleshooting and issue resolution.

## Engagement approach

Our Operational Residents integrate seamlessly into your team, providing dedicated hands-on tech support to ensure Couchbase runs smoothly. The engagement follows a well-defined approach:

1. **Initial assessment:** The resident begins by reviewing your Couchbase infrastructure to identify any areas that need improvement or are of immediate concern.
2. **Day-to-day operations:** Your resident will take over the operational duties related to Couchbase and ensure system performance is monitored and optimized regularly.
3. **Troubleshooting and incident management:** If there's a problem, the resident will diagnose, address, and resolve it promptly, with escalation to Couchbase Technical Support if necessary.



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- 4. **Proactive optimization:** The resident will work to improve system performance by recommending changes based on data from audits, performance metrics, and capacity reviews.
  - 5. **Knowledge transfer:** Throughout the engagement, the resident will provide valuable training and knowledge transfer to ensure your team is equipped to handle ongoing operations independently.

## Scope

The Operational Resident service provides a dedicated resource who works full-time on-site or remotely 5 days per week.

- **Engagement duration:** The program offers flexible engagement durations, with commitments ranging from 60 days to 220 days.
- **Customization:** The number of consulting days, expiration date, and delivery location are defined in the Order Form or SOW.
- **On-site or remote:** Operational Residents can be deployed either on-site at your location or remotely, depending on your needs and preferences.

## Expenses

Reasonable travel expenses and expenses incurred for on-site activities will be billable to you. These costs will be invoiced with a detailed expense report and receipts that cover transportation, accommodations, and any other necessary on-site expenses.

## Learn more

To learn more about how Couchbase can assist with your upgrade or migration, please contact your Couchbase sales representative or visit our website: [www.couchbase.com](http://www.couchbase.com)



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Modern customer experiences need a flexible database platform that can power applications spanning from cloud to edge and everything in between. Couchbase's mission is to simplify how developers and architects develop, deploy and run modern applications wherever they are. We have reimagined the database with our fast, flexible and affordable cloud database platform Capella, allowing organizations to quickly build applications that deliver premium experiences to their customers – all with best-in-class price performance. More than 30% of the Fortune 100 trust Couchbase to power their modern applications. For more information, visit [www.couchbase.com](http://www.couchbase.com) and follow us on X (formerly Twitter) @couchbase.

