

Overview

Are your critical projects delayed because you're too busy with day-to-day tasks? Are you finding it costly to keep a large staff in place to cover spikes in service? Do you need help on-site to support new Couchbase technology?

It's often a challenge for IT leaders to maintain operations performance while also juggling new technology deployment and transitions. Couchbase Operational Residents are a flexible way to obtain domain expertise aligned to your critical requirements. Residents provide dedicated support to immediately address your needs while also fostering staff learning and transferring knowledge to assure your long-term success. To ensure you achieve the best outcomes, we provide advanced training and access to proprietary tools, procedures, and best practices along with the backing of Couchbase engineering.

Our Operational Residents offer expert support for operations and administration in your environment. Their duties include reviewing solution performance and implementing configuration, maintenance, and workflow changes. They specialize in Couchbase Server, Couchbase Mobile (Couchbase Lite and Sync Gateway), Couchbase Autonomous Operator, and our Analytics and Full-Text Search services. As Couchbase experts, our residents help maximize the business benefits of your Couchbase technology investment while smoothing transitions and optimizing your operations.

Benefits

- Faster time to value for Couchbase investments
- Reduced risk of unplanned outages
- Greater control of operational performance and costs
- Couchbase residents build proactive, preemptive, and responsive approaches that keep you running in the most efficient way so you can focus on growing your business

Engagement Approach

- Manage daily operations of defined technologies
- Assist in troubleshooting, and provide technical details to address any issues encountered
- Monitor and report on potential operational or performance issues
- Provide proactive and reactive advice on issues regarding upgrades, patches, and updates
- Assist with installation of patches and upgrades
- Provide case/ticket management
- Review and assist with configuration of identified tools
- Assist with executing recommended changes from availability, capacity, and performance audits
- Provide enhanced support escalation to Couchbase Technical Support team when needed

Scope

Operational Residents are provided as a full-time on-site/remote resource 5 days per week. The shortest engagement commitment is 60 days and the longest is 220 days. Your order form or SOW will identify the number of consulting days purchased, the expiration date, and the location of service delivery.

Expenses

Reasonable travel and expense costs incurred in conducting on-site activities at your site shall be billable to and paid by you upon receiving an invoice with an expense report and receipts.

Learn More

To learn more, contact your Couchbase sales representative today or visit:

www.couchbase.com

About Couchbase

Unlike other NoSQL databases, Couchbase provides an enterprise-class, multicloud to edge database that offers the robust capabilities required for business-critical applications on a highly scalable and available platform. As a distributed cloud-native database, Couchbase runs in modern dynamic environments and on any cloud, either customer-managed or fully managed as-a-service. Couchbase is built on open standards, combining the best of NoSQL with the power and familiarity of SQL, to simplify the transition from mainframe and relational databases.

Couchbase has become pervasive in our everyday lives; our customers include industry leaders Amadeus, American Express, Carrefour, Cisco, Comcast/Sky, Disney, eBay, LinkedIn, Marriott, Tesco, Tommy Hilfiger, United, Verizon, as well as hundreds of other household names. For more information, visit www.couchbase.com.

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