

## Overview

The Strategic Services Program (SSP) provides proactive services designed to improve the effectiveness of your Couchbase software deployment. The program provides you with access to the global technical resources of Couchbase and enables you to more easily take advantage of Couchbase best practices. An assigned Technical Services Lead (TSL) serves as your primary contact within the Couchbase Professional Services organization and can coordinate additional specialized resources if necessary.

Initially, the TSL will develop an understanding of your Couchbase environment in order to assist in identifying gaps in supportability. Subsequently, the TSL will meet with you monthly to help maintain continued goal alignment.

## SSP Benefits

- Proactive engagement with Couchbase for your strategic and critical workloads
- Single point of contact for consistent Couchbase delivery
- Best practice recommendations for your existing and new deployments, tailored to your environment
- Minimize downtime and increase availability by identifying potential issues before they impact performance
- Ensure each product feature is used in a manner that maximizes the value of your investment in Couchbase software

## Service Feature Highlights

Table 1 highlights the current feature entitlements for each of the three SSP tiers:

FEATURE / ADD-ON	BASIC	STANDARD	ADVANCED
Technical Services Lead	✓	✓	✓
Monthly Service Reviews	✓	✓	✓
Incident Trending	✓	✓	✓
Release Planning	✓	✓	✓
Training Assessment	✓	✓	✓
Architecture Review	✓	✓	✓
Aligned Solutions Architect	✓ 5 Days	✓ 5 Days	✓ 10 Days
Health Check		✓	✓
Training Discount		✓ 5%	✓ 5%
Upgrade Readiness		✓	✓
Quarterly Strategic Review			✓
Capacity & Forecasting			✓

Feature/Add-On	Description
Technical Services Lead	<p>Designated Couchbase consultant who is responsible for ensuring professional services delivery and acting as a trusted advisor for Couchbase solutions.</p> <p><b>Scope</b></p> <ul style="list-style-type: none"> <li>• Monthly/Quarterly reviews</li> <li>• Incident trending and recommendations</li> <li>• Release and roadmap planning</li> <li>• Quarterly training needs assessment</li> <li>• Managing the scheduling and delivery of the add-on services and features</li> </ul>

Feature/Add-On	Description
Monthly Service Reviews	<p>A Technical Services Lead will work with your team and an Aligned Solutions Architect to plan and schedule monthly reviews during your annual subscription year.</p> <p><b>Scope</b></p> <ul style="list-style-type: none"> <li>• Twelve (12) reviews delivered monthly during subscription year</li> <li>• Items included in the review are: <ul style="list-style-type: none"> <li>◦ Review monthly report</li> <li>◦ Incident trends and recommendations</li> <li>◦ Release plan</li> <li>◦ Current consumption and forecast of future scheduling for Aligned Solutions Architect day(s)</li> <li>◦ Review active engagements</li> </ul> </li> </ul>

Feature/Add-On	Description
Incident Trending	<p>Provide technical incident analysis and trending recommendations related to the Couchbase environment.</p> <p><b>Scope</b></p> <ul style="list-style-type: none"> <li>• Provide monthly report highlighting number of P1-P3 incidents raised with technical support</li> <li>• Analyze specific technical incidents to identify any trends in root causes</li> <li>• Highlight common themes and trends and provide recommended actions to remediate</li> </ul>

Feature/Add-On	Description
Release Planning	<p>Work closely with application and platform owners to produce a high-level roadmap and plan for upgrading to later Couchbase releases.</p> <p><b>Scope</b></p> <ul style="list-style-type: none"> <li>• Provide future release, patch, and enhancement notifications from Couchbase</li> <li>• Undertake a gap analysis against current deployed environment</li> <li>• Provide a release plan in preparation for upgrade readiness activities</li> </ul>

Feature/Add-On	Description
Architecture Review	<p>Review and analyze your defined use case during ongoing design/architecture phases, or review and validate your existing architecture and deployment.</p> <p><b>Scope</b></p> <ul style="list-style-type: none"> <li>• Review of the application use case and overall system requirements</li> <li>• Review of the planned document modeling approach followed by a document modeling exercise based on the application data</li> <li>•</li> <li>• access requirements (key/value, index query, search, events, analytics)</li> <li>• Review your deployment, including Couchbase settings, system resources and tuneables, bucket configurations, and XDCR configurations where applicable</li> <li>• Sizing exercise for all Couchbase clusters based on the information gathered in prior sessions to ensure your internal service level agreements (SLA), throughput, and latency requirements are met</li> <li>• Review of your monitoring, backup, high availability and resilience to failure, and maintenance strategies with recommendations to improve the availability of clusters where applicable</li> </ul>

Feature/Add-On	Description
Aligned Solutions Architect	<p>Proven technical experts with deep knowledge of successful Couchbase project architecture, implementation, and cluster management strategies.</p> <p><b>Scope</b></p> <ul style="list-style-type: none"> <li>• Consultative expert in Couchbase technology</li> <li>• Proactive technical insight</li> <li>• Design and deployment assistance</li> <li>• Assistance with performance optimization and tuning</li> <li>• On-site best practice and/or optimization workshops</li> </ul>

Feature/Add-On	Description
Health Check	<p>Provide a technical evaluation of an existing application and database deployment on Couchbase with optimization recommendations.</p> <p><b>Scope</b></p> <ul style="list-style-type: none"> <li>• Review of the Couchbase deployment architecture, application, and operational practices</li> <li>• Work with your architects and developers to assess changes needed in order to provide a performant, available, and functional service</li> <li>• Includes: use case analysis, Couchbase topology review, server sizing exercise, and operational best practices review</li> </ul>

Feature/Add-On	Description
Training Discount	<p>Depending on which SSP tier you purchase, you may be entitled to a discount on the published list price of Couchbase Instructor Led Training (ILT). The level of discount is described in the “Service Limitations” section.</p>

Feature/Add-On	Description
Upgrade Readiness	<p data-bbox="1024 170 1550 491">Clear guidance, best practices, and a specific plan for successfully upgrading Couchbase deployments from one major version to the next without disrupting the business. This service includes a walk-through of the upgrade process customized to your deployment. Couchbase experts will work with your architects, administrators, and developers to assess and build an upgrade plan.</p> <p data-bbox="1024 541 1094 569"><b>Scope</b></p> <ul data-bbox="1062 569 1544 1352" style="list-style-type: none"> <li data-bbox="1062 569 1500 621">• Understand prior upgrade history and issues</li> <li data-bbox="1062 638 1511 690">• Identify key goals for the upgrade (e.g., critical bug fixes or new features)</li> <li data-bbox="1062 707 1533 791">• Upgrade path assessment, depending on the version you are currently using and target release for the upgrade</li> <li data-bbox="1062 808 1533 921">• Cluster assessment, including Couchbase settings, system resources, tunable items, bucket configuration, view usage, datacenter replication, etc.</li> <li data-bbox="1062 938 1533 1001">• Recommendations and best practices on upgrade strategy and approach</li> <li data-bbox="1062 1018 1344 1045">• Review of new features</li> <li data-bbox="1062 1062 1533 1115">• Discuss in detail new features and bug fixes that are relevant to your deployment</li> <li data-bbox="1062 1131 1507 1184">• Provide proper guidance on using new features and functionality</li> <li data-bbox="1062 1201 1419 1228">• Jointly create an upgrade plan</li> <li data-bbox="1062 1245 1507 1352">• Engage Couchbase Support team to validate execution plan and provide additional insight from other customer engagements</li> </ul>

Feature/Add-On	Description
Quarterly Strategic Review	<p>Technical Services Lead will work with the wider Couchbase organization to plan and schedule an on-site quarterly strategic review that may include representatives from Couchbase's Customer Success, Solutions Engineering, Product Management, or Technical Support teams.</p> <p><b>Scope</b></p> <ul style="list-style-type: none"> <li>• Up to four (4) reviews per subscription year</li> <li>• Items in the review may include, but are not limited to: <ul style="list-style-type: none"> <li>◦ Couchbase roadmap update</li> <li>◦ Previous period performance review</li> <li>◦ Incident trends</li> <li>◦ Capacity and forecast report</li> <li>◦ Training and enablement</li> <li>◦ Release schedule</li> <li>◦ New project deployments</li> <li>◦ Consumption and forecast of Aligned Solutions Architect day(s)</li> <li>◦ Planning for special events (e.g., seasonal events, Black Friday, etc.)</li> </ul> </li> </ul>

Feature/Add-On	Description
Capacity & Forecasting	<p>Proactively provide analysis, insight, and recommendations on environment capacity and sizing to meet operational efficiencies.</p> <p><b>Scope</b></p> <ul style="list-style-type: none"> <li>• Technical Service Lead will work closely with your team to analyze the current growth rate of the Couchbase environment</li> <li>• Collaborate with the application owner to understand future demand for the deployed environment</li> <li>• Provide you with a forecast based on historical trends in growth and insight into future demand</li> <li>• Provide recommendations on right sizing and ensure future demand is met in a timely fashion</li> </ul>

### Service Limitations

- The following features are restricted to one (1) Couchbase use case, environment, or project deployment:
  - Architecture Review
  - Health Check

## 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](http://www.couchbase.com).

- Upgrade Readiness
- For the Basic and Standard tiers, the number of Aligned Solutions Architect days included is up to five (5) days.
- For the Advanced tier, the number of Aligned Solutions Architect days included is up to ten (10) days.
- Training discount is only available for the Standard and Advanced tiers and is limited to five percent (5%) from published list price.
- Additional features or add-ons can be purchased through the duration of the SSP at a discount from published list price as follows:
  - Aligned Solutions Architect (5%)
  - Upgrade Readiness (10%)
  - Architect Review (10%)
  - Health Check (10%)
- A named Solutions Architect day is up to a maximum of eight (8) hours (a “Consulting Day”) within a single business day where office hours are 8 a.m. to 6 p.m. local time.
  - All on-site time is billable at a minimum of 1-day increments, and all remote consulting time is billable at a minimum of 4-hour increments

## Service Prerequisites

- A paid Couchbase software license with technical support is required in order to qualify for the SSP.

## Customer Responsibilities

- You will:
  - Assign a designated person from your staff who will be readily available as a point of contact, and is authorized to grant all approvals and provide necessary information
  - Assist Couchbase in facilitating the delivery of your service
  - Provide an engineer (who has administrative access to all relevant systems) to work with the Aligned Solutions Architect or Technical Services Lead

## Delivery Location

- The standard method of delivery for all features defined in the SSP is **remote** unless you have specific requirements for on-site delivery.
- If you request on-site work, then all 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 expense report and receipts.

## Time and Duration

- Except as explicitly stated in an order, the SSP program shall become effective upon the signature date of your order document and will be available for twelve (12) months (the “Term”).
- Upon expiration of the Term, your SSP entitlement shall expire. Any prepaid but unused Features or Add-Ons will no longer be available, and there will be no refund or credit.

## How to Contact the Professional Services Team

- <https://info.couchbase.com/contactservices.html>
- Email us at: [services@couchbase.com](mailto:services@couchbase.com)