



Redis Professional Services

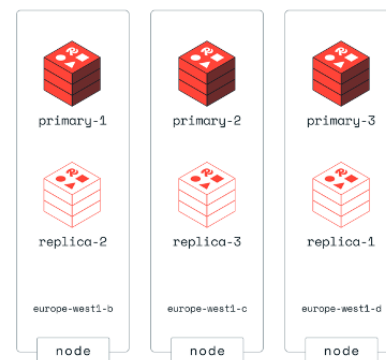
Credits Overview

The goal of Professional Services at Redis is for our customers to fully realize the value of their product subscriptions. The Services Credit program allows you to proactively plan for your service needs by acquiring credits in advance - offering you flexibility on when you redeem them and what Redis services you utilize during your subscription period. Service credits can be applied to on-demand and instructor-led training classes, Redis Software architecture and design planning, application development best practices, migration support and knowledge transfer sessions for Redis products. Accumulating them over time to fund future service needs gains you access to the most specialized technical skills in the industry for your Redis initiatives. You can redeem your credits towards the services you need simply by contacting the Professional Services team and they will handle the scheduling and delivery of your services. All services are delivered during standard business hours.

Redis Software Operations Services

- * Operator Training Classes
- * Architecture Planning & Reviews
- * Installation & Upgrade Assistance
- * Cluster Deployment Automation
- * Advanced Monitoring & Alerting
- * Database Provisioning Automation
- * Redis Enterprise Data Integration
 - Promote and propagate data sets

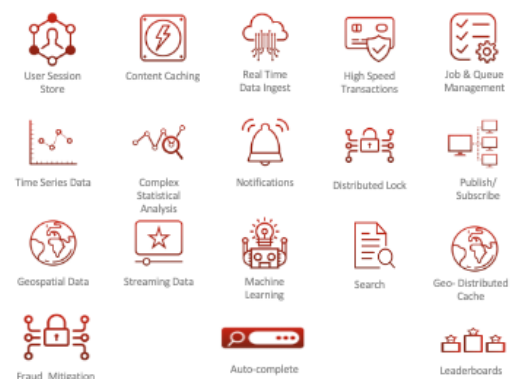
Redis Software Architecture



Redis Software Developer Services

- * Developer Training Classes
- * Application Code Reviews
- * Redis Developer Bootcamp
 - Use case and requirements discovery
 - Identify reference solution for use case
 - Benchmark & analyze performance
 - Optimal solution recommendations
- * Consulting Assistance

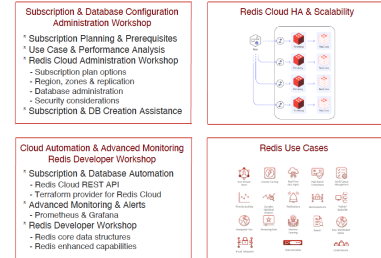
Redis Use Cases



Redis

Redis Cloud Jumpstart Service Package

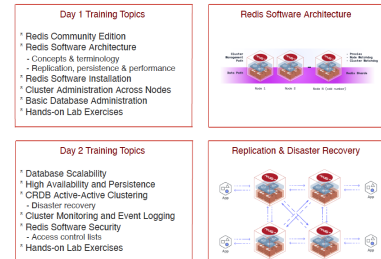
Redis Cloud delivers a fully managed Redis database service across major public cloud platforms with features such as linear scalability, instant failover, active/active replication and auto-tiering with predictable performance and 24/7 support. This 2-day Professional Services consulting package jumpstarts your DBaaS onboarding activities as our team of experts assists you with your Redis Cloud subscription creation and database configuration activities. In addition, we provide your team with a series of workshops that cover the basics of database administration, developing performant applications with a Redis database and automating administration activities using the Redis Cloud REST API. All services are delivered during standard business hours. If you require assistance outside standard business hours, ask about the "Professional Services Premium Consulting Support" service package.



Redis

Redis Software Operator Instructor-Led Training Class

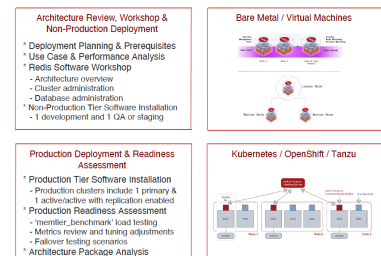
This 2-day instructor-led operator training class introduces core Redis Software database concepts and provides best practices for installing, administering, monitoring and troubleshooting its cluster software. It provides a balanced overview of administration topics and simulation of real-world operation challenges and scenarios for trainees at all levels. It can be delivered by the Professional Services consulting team virtually or onsite (when circumstances permit) with a format that mixes lesson lectures with hands-on lab exercises. You can have up to 12 trainees attend the class. Virtually-delivered sessions will be recorded and made available upon completion of the training course.



Redis

Redis Software Jumpstart Service Package

Redis Software simplifies operations while providing seamless scalability, top performance and high availability with deployment options for bare metal, virtual machine and orchestration environments. This 3-day Professional Services consulting package jumpstarts your production deployment milestones as our team of experts assist you with your Redis Software installation and configuration activities. Our years of field experience deploying this software within on-premise data centers and in self-managed cloud environments will accelerate your time to value. In addition, we provide your team with a workshop that covers the basics of administering Redis Software clusters and database configuration options. Each Jumpstart is targeted for one production cluster deployment plus an active/active replication cluster (if applicable) and can be purchased in greater quantities to handle multiple regional data centers. All services are delivered during standard business hours. If you require assistance outside standard business hours, ask about the "Professional Services Premium Consulting Support" service package.



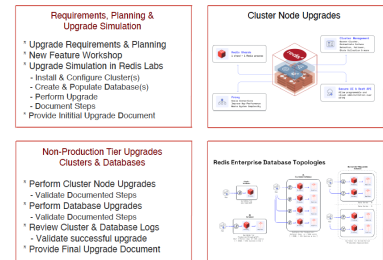
Redis Software Upgrade (20 credits)

- * Includes a new feature workshop
- * Handles clusters, databases and modules
- * Documents upgrade steps to be performed
- * Consultants validate upgrade steps on their non-production tier
- * Delivers upgrade document for usage on their production tier

Redis

Redis Software Upgrade Service Package

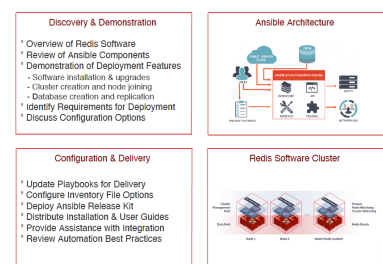
Redis Software is constantly evolving with new cluster and database features. If you want take advantage of those latest (major release) capabilities, then this 5-day Professional Services consulting package will help to ensure your team experiences a successful upgrade milestone. Our team of experts will review your upgrade requirements and timeline objectives, deliver a "new feature" workshop, perform and document the steps necessary to complete the upgrade and assist your team as they validate the upgrade steps on your Redis Software non-production tiers. In addition, our consultants will be available to answer questions and share best practices prior to your planned production upgrade event. All services are delivered during standard business hours. If you require assistance outside standard business hours, ask about the "Professional Services Premium Consulting Support" service package.



Redis

Redis Software Deployment Automation Ansible Playbooks

Deploying Redis Software using an infrastructure as code (IaC) process provides several benefits to an organization including: speed, repeatability, reduced costs and decreased deployment risk. Ansible is a widely adopted open-source provisioning, configuration management and enterprise service deployment tool that can be used to fully automate the delivery of Redis Software within your environment. This 3-day Professional Services consulting package is targeted for organizations who wish to automate their Redis Software installation & upgrades, building of clusters and creation of databases using configurations options such as multi-sharding, high-availability and active-active replication. All services are delivered during standard business hours.



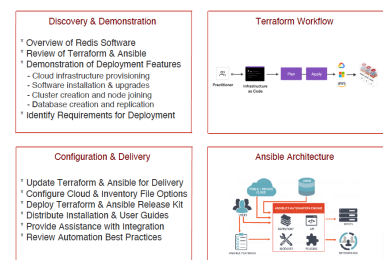
Redis Software On-premise Deployment Automation (12 credits)

- * Automates cluster and database operations
- * Software installation and upgrades
- * Database creation and replication
- * License and certificate management

Redis

Redis Software Deployment Automation Terraform & Ansible

Deploying Redis Software using an infrastructure as code (IaC) process provides several benefits to an organization including: speed, repeatability, reduced costs and decreased deployment risk. Terraform is an open-source software tool that provides a consistent CLI workflow to provision and configure public cloud services. Ansible is a widely adopted open-source provisioning, configuration management and enterprise service deployment tool that can be used to fully automate the delivery of Redis Software within a self-managed cloud environment. This 5-day Professional Services consulting package is targeted towards organizations who wish to automate the creation and configuration of their cloud infrastructure for their Redis Software deployments. All services are delivered during standard business hours.



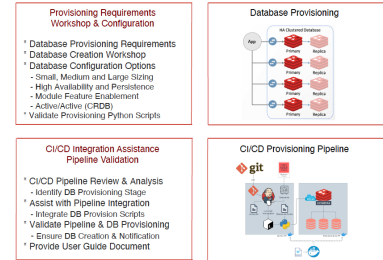
Redis Software Database Provisioning (20 credits)

- * Automates the provisioning of Redis databases
- * Supports clustering, HA, persistence and active/active
- * Integrates into (CI/CD) pipelines like Jenkins
- * Includes a workshop and provides a user guide

Redis

Redis Software Database Provisioning Service Package

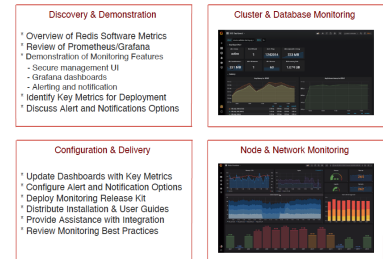
Redis Software is a self-managed data platform that unlocks the full potential of Redis at enterprise scale. It offers the performance your applications need with the compliance, reliability, and unmatched resiliency for today's enterprises. Jenkins is an open source continuous integration/continuous delivery and deployment (CI/CD) automation software tool. It is used to implement CI/CD workflows called pipelines. This 5-day Professional Services consulting package is targeted for organizations who wish to automate the provisioning of their Redis Software databases via CI/CD pipelines. The service package includes a workshop on database creation features, simplified configuration options via T-shirt size templates and provisioning actions driven by Redis Software Python scripts. All services are delivered during standard business hours.



Redis

Redis Software Advanced Monitoring & Alerts

Successful production deployments of Redis Software rely on the realtime monitoring of their clusters and databases. Prometheus (an open source time series storage service) and Grafana (an open source data visualization service) allow for realtime monitoring of metrics data with configurable alerting when events are detected. This 4-day Professional Services consulting package is targeted for organizations who wish to adopt these popular open source technologies to monitor their Redis Software environments using advanced drill-down dashboards with continuous alerting/notification features - providing insights into short-term performance changes and long-term trend analysis of production clusters. All services are delivered during standard business hours.



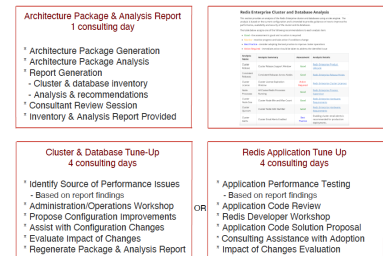
Redis Software Advanced Monitoring & Alerts (16 credits)

- * Utilizes Prometheus for time series storage
- * Provides advanced Grafana dashboards
- * Enables alerting via multiple notification methods (email, Slack, PagerDuty)

Redis

Redis Software Health Check Assessment Service Package

Redis Software was designed to handle many types of data workloads while delivering consistent operational performance. However, as a long-running cluster evolves to these changing workloads, it may benefit from additional configuration tuning or from updates to applications that utilize the databases within a cluster. This 5-day service package performs an automated health check assessment on your production Redis Software cluster. It will produce a detailed inventory report on the cluster and database configuration plus a series of recommendations for performance tuning, adoption of best practices and possible changes to applications that process the information stored in its databases. These insights will be incorporated into a prioritized consulting plan that targets improvements for the cluster, database and related Redis applications (if applicable). All services are delivered during standard business hours.



Redis Software Health Check (20 credits)

- * Provides automated health check assessment
- * Identifies where performance could be improved
- * Budgets time for cluster or application tune-ups
- * Includes a performance improvement workshop
- * Delivers a Cluster & Database Analysis report

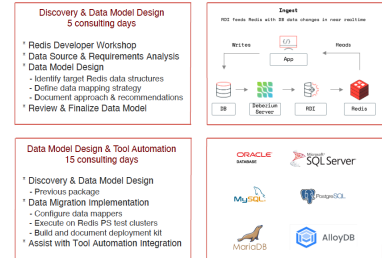
Redis Software Data Migration (20 - 60 credits)

- * Suitable for on-premise and cloud deployments
- * Includes a Redis Developer workshop
- * Data modeling & design sessions
- * Migration tool/service selection and configuration
- * Assistance with migration tool/service integration

Redis

Redis Software Data Migration Service Packages

The Redis Software product family offers automated tools (RIOT) and services (RD) for the migration of data from OSS Redis and RDBMS repositories. The Redis Input/Output Tool (RIOT) facilitates fast data migration between OSS Redis instances and Redis Software databases. The Redis Data Integration service supports the automated promotion of data from RDBMS repositories to Redis Software and the ability to propagate data changes out to external data platforms. This service package offers a 5-day data modeling design consulting engagement or a more comprehensive 15-day consulting engagement where our team will provide additional assistance with the tool/service selection, configuration options and document its use with your production deployment. All services are delivered during standard business hours. If you require assistance outside standard business hours, ask about the "Professional Services Premium Consulting Support" service package.



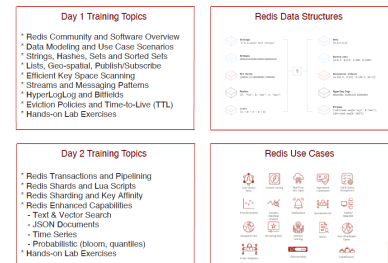
Redis Software Developer Training (19 credits)

- * Instructor-led with up to 12 participants
- * Standard curriculum (lessons + labs)
- * Targeted towards application developers
- * Incorporates Redis enhanced capabilities
- * Delivered virtually with recordings provided

Redis

Redis Software Developer Instructor-Led Training Class

This 2-day instructor-led training class teaches trainees how to build robust Redis Software applications using the Java, C# (MS .NET), Python and Node.js programming languages and the Redis Stack client programming libraries. It can be delivered by the Professional Services consulting team virtually or onsite (when circumstances permit) with a format that mixes lesson lectures with hands-on lab exercises. The class includes all the lesson materials, lab guides and application source code. You can have up to 12 trainees attend the class. Virtually-delivered sessions will be recorded and made available upon completion of the training course.



Redis Developer Bootcamp (20 - 60 credits)

- * Use case and requirements analysis
- * Includes a Redis developer workshop
- * Data modeling & design sessions
- * Reference solution developed for use case
- * Performance benchmarking and analysis
- * Generative AI model selection assistance

Redis

Redis Developer Bootcamp Service Packages

A Redis Software database offers high performance data operations with linear scalability of your data while ensuring high availability. As an application developer, you have access to Redis core data structures and expanded capabilities such as JSON documents, Text Search, Vector Search (Generative AI), Probabilistic calculations and Time Series. However, it is not always obvious which Redis data structure or capability is the optimal choice for your application use case. The Redis Developer Bootcamp provides your team with those answers. These multi-day Professional Services engagements are delivered by senior consultants who will guide your team through a discovery process, provide workshop sessions on key Redis features and deliver reference solution(s) demonstrating one or more approaches to your use case. All services are delivered during standard business hours.

