

# ScaleArc Professional Services Offerings

## Unlock the Full Potential of ScaleArc

ScaleArc enables consumer-grade apps for today's digital business – apps that are never down, are always fast, and scale anywhere. ScaleArc's database load balancing software eliminates application downtime from database outages or maintenance, improves application performance, and scales database capacity. While the standard configuration parameters for ScaleArc are sufficient for most application needs, a deep understanding of and familiarity with the software's features and functionality will help unlock the full potential of the solution. ScaleArc Professional Services offerings are designed to help jumpstart your ability to realize the full potential that ScaleArc has to offer as well as accelerate the training efforts for your operational and development staff members.

## Jumpstart Implementation Projects

ScaleArc can typically be deployed and configured in a matter of minutes for a single high availability (HA) pair of ScaleArc systems. For larger enterprise environments where multiple HA pairs need to be deployed across numerous facilities, the effort is more substantial. Leveraging multiple advanced features such as caching, authentication integration for database user authentication offload, automatic failover across data centers or into cloud services, and integration with third-party monitoring tools will also increase the time and effort needed for setup. Leveraging the ScaleArc Professional Services organization to manage the overall project as well as execute on individual technical tasks will enable you to enjoy a successful implementation in a fraction of the time you would otherwise need.

Organizations with existing advanced skillsets can utilize ScaleArc Professional Services on a project basis, to augment staff – effectively distributing the workload across a larger pool of team members. When you can implement multiple project tasks in parallel, you'll enjoy a faster time to completion.

## Most Popular Services

---

The potential solutions offered by the ScaleArc Professional Services team are virtually limitless.

However, some common engagements include:

- Application Viability Assessments
- ScaleArc Installation and Configuration
- Monitoring Systems Integration
- Training
- Customized Failover Logic

## Performance Tuning and Health Checks

For those situations when every millisecond counts or to ensure optimal performance for impending high-volume traffic events, ScaleArc Professional Services offers detailed performance / configuration tuning and system availability verification via a Health Check. These services include but are not limited to:

- CPU distribution tuning for traffic processing threads
- Log analysis for potential query caching and connection configuration parameter tuning
- 30+ point inspection of configuration items and metrics
- Best practices recommendations for optimal operation

**Table 1. Standard Professional Services Offerings**

Service Item	Description	Duration
Application Viability Assessment	Analysis of application traffic to determine the viability of use with ScaleArc. Recommended configuration options provided for compliant applications.	4 hours
Basic ScaleArc Installation	Deployment and configuration of a single ScaleArc HA pair, including basic system setup, up to 5 cluster configuration, up to 20 custom query forwarding rules, and up to 20 caching rules.	8 hours
Advanced ScaleArc Installation	<b>Basic ScaleArc Installation</b> with up to 20 cluster configuration, up to 100 custom query forwarding rules, up to 100 caching rules, external replication monitoring, and one external failover script.	16 hours
Operational Systems Integration	Implementation of SNMP data collection from a single health monitoring system. ScaleArc log file monitoring for alert and error notifications. Email alerting configuration. External ScaleArc log file archiving via FTP.	5 hours
Advanced Troubleshooting Training (1-10 students)	Deep dive on ScaleArc technologies and how to diagnose common issues for high utilization deployments. Topics include: Diagnostics via the ScaleArc UI (Cluster stats, Cluster logs, Historical Stats, Diagnostics), Analytics via the UI, System shell access, Filesystem Layout, Identifying Hung Processes, Collecting Core Files, Identifying Memory Leaks.	2 days
Advanced Troubleshooting Training XL (11-20 students)	Same as <b>Advanced Troubleshooting Training</b>	3 days
Auto Failover Customization	Design, development, and testing of auto failover script according to customer specific requirements.	Variable

## Make ScaleArc Pro Services Part of Your Team

We view our ScaleArc Professional Services team as an extension of your company, working in tight coordination to ensure that your business goals for ScaleArc are achieved, generating real business value and ROI for your company. Contact ScaleArc Professional Services today at [support@scalearc.com](mailto:support@scalearc.com) or +1.855.800.7225 to learn more and speak to one of our representatives.



2901 Tasman Drive, Suite 205  
 Santa Clara, CA 95054  
 Phone: 1-408-780-2040  
 Fax: 1-408-427-3748  
[www.scalearc.com](http://www.scalearc.com)



ScaleArc enables consumer-grade apps for today's digital business – apps that are never down, are always fast, and scale anywhere. ScaleArc's database load balancing software helps organizations of all sizes eliminate application downtime from database outages or maintenance, improve application performance, and scale database capacity – all without writing a single line of code. As a result, ScaleArc customers increase revenue, reduce operational costs, and accelerate time to market. Learn more about ScaleArc and its customers and partners at [www.ScaleArc.com](http://www.ScaleArc.com).

© 2017 ScaleArc. All Rights Reserved. ScaleArc and the ScaleArc logo are trademarks or registered trademarks of ScaleArc in the United States and other countries. All brand names, product names, or trademarks belong to their respective holders.