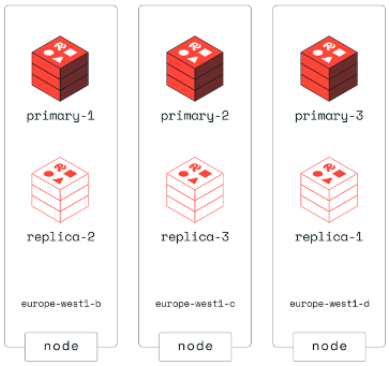
Redis Professional Services Credits Overview

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 Enterprise 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 Enterprise Operations Services

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

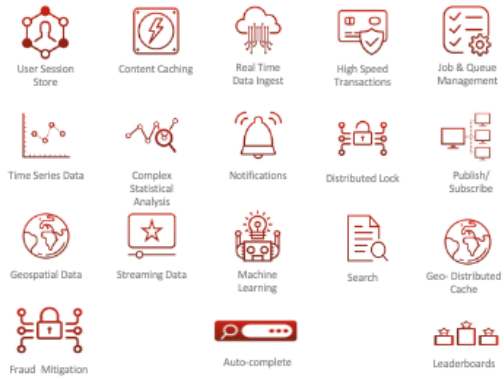
Redis Enterprise Architecture



Redis Enterprise Developer Services

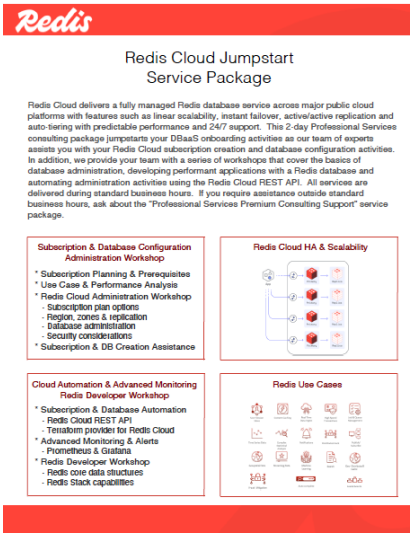
* Developer Training Classes
* Application Code Reviews
* Redis Developer Bootcamp
  - Use case and requirements discovery
  - Identify reference solution for use case
  - Benchmark & analyze performance
  - Optimal solution recommendations
* Consulting Assistance

Redis Use Cases



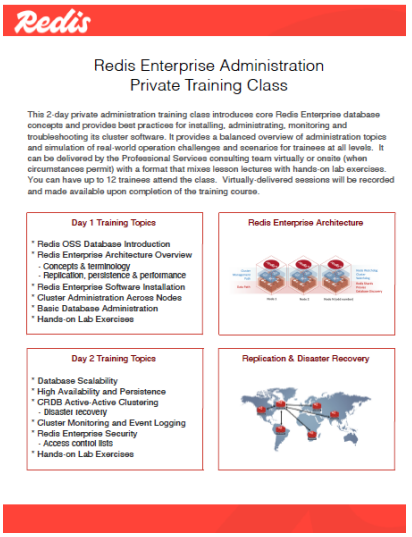
Redis Cloud Jumpstart (8 credits)

* Provides an administration workshop
* Includes a Redis database developer workshop
* Reviews advanced monitoring & alerts options
* Demonstrates cloud API automation capabilities
* Provides subscription & database creation assistance



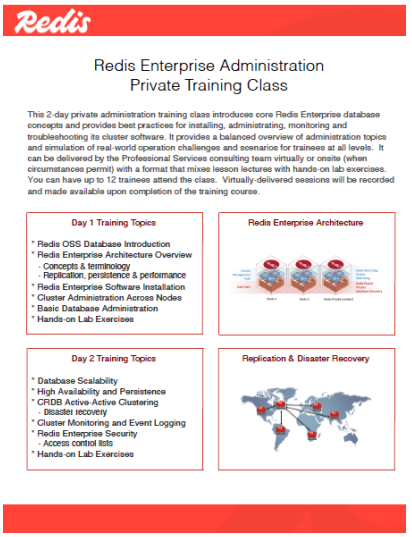
Redis Enterprise Administration Training (19 credits)

* Up to 12 participants
* Standard curriculum (lessons + labs)
* Targeted towards DB administrators
* Delivered virtually with recordings provided
* Hands-on experience emphasized



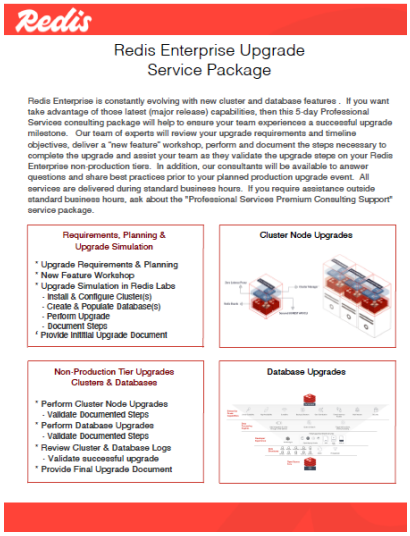
Redis Enterprise Jumpstart (15 credits)

* Includes an administration workshop
* Handles VMs & Orchestration environments
* Non-production tier installation & configuration
* Production tier installation & configuration
* Production readiness assessment



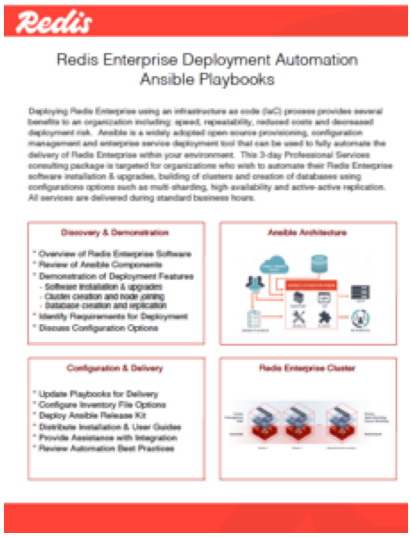
Redis Enterprise Upgrade (20 credits)

* 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



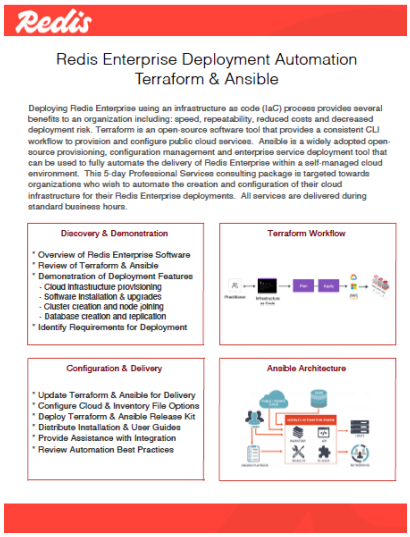
Redis Enterprise On-premise Deployment Automation (12 credits)

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



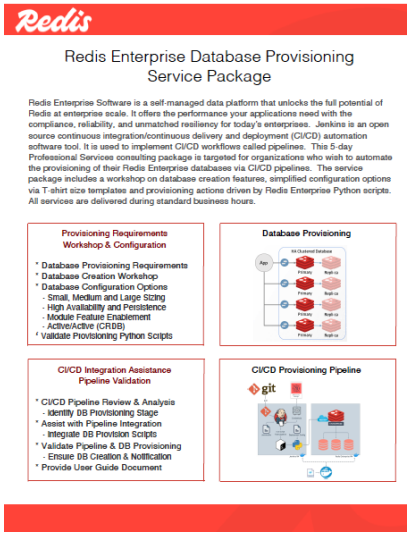
Redis Enterprise Cloud Deployment Automation (20 credits)

* Automates cloud service provisioning and cluster instantiation
* Software installation and upgrades
* Database creation and replication
* License and certificate management



Redis Enterprise 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 Enterprise Advanced Monitoring & Alerts (16 credits)

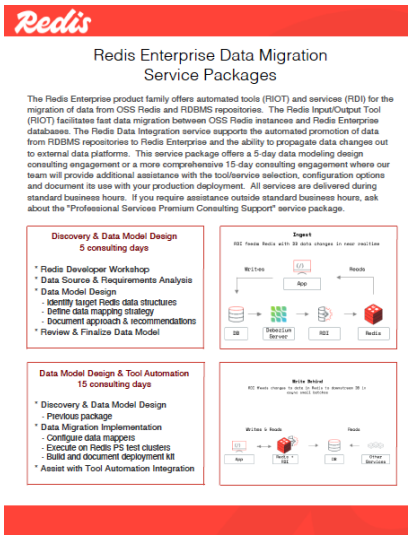
* Utilizes Prometheus for time series storage
* Provides advanced Grafana dashboards
* Enables alerting via multiple notification methods (email, Slack, PagerDuty)

Redis Enterprise Heath 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

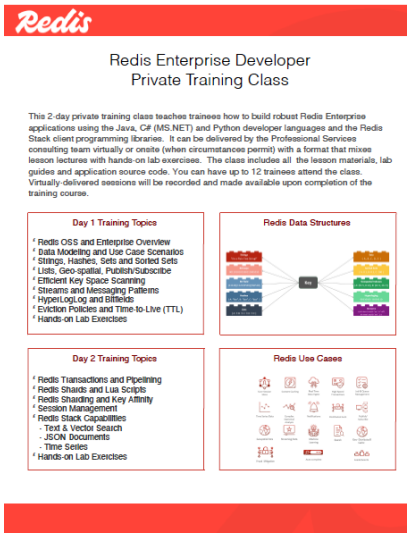
Redis Enterprise Data Migration (20 - 60 credits)

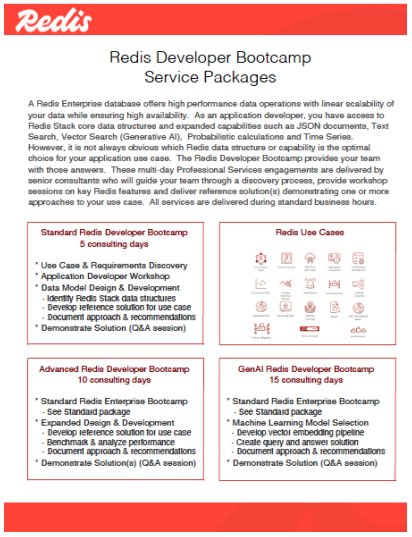
* Suitable for on-premise and cloud deployments
* Includes a Redis Developer workshop
* Data modeling & design sessions
* Migration tool/service selection and configuration
* Assistance with migration tool/service integration



Redis Enterprise Developer Training (19 credits)

* Up to 12 participants
* Standard curriculum (lessons + labs)
* Targeted towards application developers
* Incorporates Redis Stack features
* Delivered virtually with recordings provided



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