

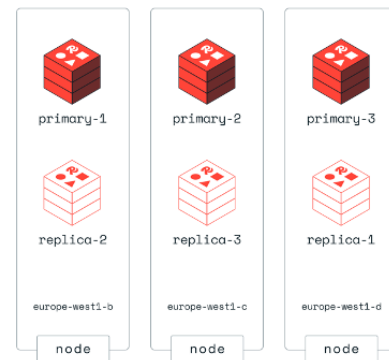
Redis Professional Services Credits Overview

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 propagate data sets

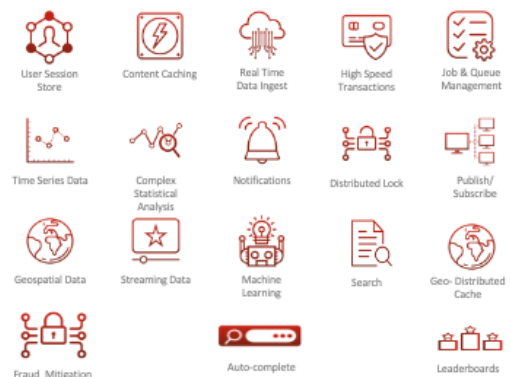
Redis Enterprise Architecture



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 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-tuning 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 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

<p>Subscription & Database Configuration Administration Workshop</p> <ul style="list-style-type: none"> * Subscription Planning & Prerequisite * Use Case & Performance Analysis * Redis Cloud Administration Workshop - Subscription plan options - Region, zones & replication - Database administration - Security considerations * Subscription & DB Creation Assistance 	<p>Redis Cloud HA & Scalability</p>
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<p>Cloud Automation & Advanced Monitoring Redis Developer Workshop</p> <ul style="list-style-type: none"> * Subscription & Database Automation - Redis Cloud REST API - Terraform provider for Redis Cloud * Advanced Monitoring & Alerts - Prometheus & Grafana * Redis Developer Workshop - Redis core data structures - Redis Stack capabilities 	<p>Redis Use Cases</p>
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Redis Enterprise Administration Private Training Class

This 2-day private administration training class introduces core Redis Enterprise database concepts and provides best practice 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 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

<p>Day 1 Training Topics</p> <ul style="list-style-type: none"> * Redis OSS Database Introduction * Redis Enterprise Architecture Overview - Concepts & terminology - Replication, persistence & performance * Redis Enterprise Software Installation - Cluster Administration Across Nodes - Basic Database Administration * Hands-on Lab Exercises 	<p>Redis Enterprise Architecture</p>
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<p>Day 2 Training Topics</p> <ul style="list-style-type: none"> * Database Scalability * High Availability and Persistence - CRDB Active-Active Clustering - Disaster recovery * Cluster Monitoring and Event Logging * Redis Enterprise Security - Access control lists * Hands-on Lab Exercises 	<p>Replication & Disaster Recovery</p>
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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

<p>Day 1 Training Topics</p> <ul style="list-style-type: none"> * Redis OSS Database Introduction * Redis Enterprise Architecture Overview - Concepts & terminology - Replication, persistence & performance * Redis Enterprise Software Installation - Cluster Administration Across Nodes - Basic Database Administration * Hands-on Lab Exercises 	<p>Redis Enterprise Architecture</p>
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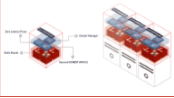
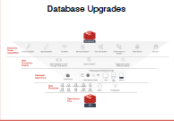
Redis Enterprise Upgrade (20 credits)

- * 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

Redis Enterprise Upgrade Service Package

Redis Enterprise 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 features" workshop, perform and document the steps necessary to complete the upgrade and assist your team as they validate the upgrade steps on your Redis Enterprise 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.

<p>Requirements, Planning & Upgrade Simulation</p> <ul style="list-style-type: none"> * Upgrade Requirements & Planning * New Feature Workshop * Upgrade Simulation in Redis Labs * Install & Configure Cluster(s) * Create & Populate Database(s) * Perform Upgrade * Document Steps * Provide Initial Upgrade Document 	<p>Cluster Node Upgrades</p> 
<p>Non-Production Tier Upgrades Clusters & Databases</p> <ul style="list-style-type: none"> * Perform Cluster Node Upgrades * Validate Documented Steps * Perform Database Upgrades * Validate Documented Steps * Review Cluster & Database Logs * Validate successful upgrade * Provide Final Upgrade Document 	<p>Database Upgrades</p> 



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

Redis Enterprise Deployment Automation Ansible Playbooks

Deploying Redis Enterprise 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 Enterprise within your environment. This 3-day Professional Services consulting package is targeted for organizations who wish to automate their Redis Enterprise software installation & upgrades, building of clusters and creation of databases using configurations options such as multi-az/sharding, high availability and active-active replication. All services are delivered during standard business hours.

<p>Discovery & Demonstration</p> <ul style="list-style-type: none"> * Overview of Redis Enterprise Software * Review of Ansible Components * Demonstration of Deployment Features * Software Installation & Upgrades * Cluster creation and node joining * Database creation and replication * Identify Requirements for Deployment * Discuss Configuration Options 	<p>Ansible Architecture</p> 
<p>Configuration & Delivery</p> <ul style="list-style-type: none"> * Update Playbooks for Delivery * Configure Inventory File Options * Deploy Ansible Release Kit * Distribute Installation & User Guides * Provide Assistance with Integration * Review Automation Best Practices 	<p>Redis Enterprise Cluster</p> 



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

Redis Enterprise Deployment Automation Terraform & Ansible

Deploying Redis Enterprise 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 Enterprise 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 Enterprise deployments. All services are delivered during standard business hours.

<p>Discovery & Demonstration</p> <ul style="list-style-type: none"> * Overview of Redis Enterprise Software * Review of Terraform & Ansible * Demonstration of Deployment Features * Cloud Infrastructure provisioning * Software Installation & Upgrades * Cluster creation and node joining * Database creation and replication * Identify Requirements for Deployment 	<p>Terraform Workflow</p> 
<p>Configuration & Delivery</p> <ul style="list-style-type: none"> * Update Terraform & Ansible for Delivery * Configure Cloud & Inventory File Options * Deploy Terraform & Ansible Release Kit * Distribute Installation & User Guides * Provide Assistance with Integration * Review Automation Best Practices 	<p>Ansible Architecture</p> 



Redis Enterprise Database Provisioning Service Package

Redis Enterprise 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 Enterprise 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 Enterprise Python scripts. All services are delivered during standard business hours.

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

Provisioning Requirements Workshop & Configuration <ul style="list-style-type: none"> * Database Provisioning Requirements * Database Creation Workshop * Database Configuration Options <ul style="list-style-type: none"> - Small, Medium and Large Sizing - High Availability and Persistence - Module Feature Enablement - Active/Active (CRDB) * Validate Provisioning Python scripts 	Database Provisioning
CI/CD Integration Assistance Pipeline Validation <ul style="list-style-type: none"> * CI/CD Pipeline Review & Analysis - Identify DB Provisioning Stage * Assist with Pipeline Integration - Integrate DB Provision scripts * Validate Pipeline & DB Provisioning - Ensure DB Creation & Notification * Provide User Guide Document 	CI/CD Provisioning Pipeline



Redis Enterprise Advanced Monitoring & Alerts

Successful production deployments of Redis Enterprise 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 Enterprise environments using advanced drill-down dashboards with continuous alert/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 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)

Discovery & Demonstration <ul style="list-style-type: none"> * Overview of Redis Enterprise Metrics * Review of Prometheus/Grafana * Demonstration of Monitoring Features <ul style="list-style-type: none"> - Secure management UI - Grafana dashboards - Alerting and notification * Identify Key Metrics for Deployment * Discuss Alert and Notifications Options 	Cluster & Database Monitoring
Configuration & Delivery <ul style="list-style-type: none"> * Update Dashboards with Key Metrics * Configure Alert and Notification Options * Deploy Monitoring Release Kit * Distribute Installation & User Guides * Provide Assistance with Integration * Review Monitoring Best Practices 	Node & Network Monitoring



Redis Enterprise Health Check Assessment Service Package

Redis Enterprise 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 Enterprise 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 Enterprise 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

Architecture Package & Analysis Report 1 consulting day <ul style="list-style-type: none"> * Architecture Package Generation * Architecture Package Analysis * Report Generation <ul style="list-style-type: none"> - Cluster & database inventory - Analysis & recommendations * Consultant Review Session * Inventory & Analysis Report Provided 	Redis Enterprise Health and Database Report
Cluster & Database Tune-Up 4 consulting days <ul style="list-style-type: none"> * Identify Source of Performance Issues <ul style="list-style-type: none"> - Based on report findings * Administration/Operations Workshop * Propose Configuration Improvements * Assist with Configuration Changes * Evaluate Impact of Changes * Regenerate Package & Analysis Report 	Redis Application Tune-Up 4 consulting days <ul style="list-style-type: none"> * Application Performance Testing <ul style="list-style-type: none"> - Based on report findings * Application Code Review * Redis Developer Workshop * Application Code Solution Proposal * Consulting Assistance with Adoption * Impact of Change Evaluation



Redis Enterprise Data Migration Service Packages

The Redis Enterprise product family offers automated tools (RDOT) and services (RDI) 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 Enterprise databases. The Redis Data Integration service supports the automated promotion of data from RDBMS repositories to Redis Enterprise 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 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

Discovery & Data Model Design
5 consulting days

- * Redis Developer Workshop
- * Data Source & Requirements Analysis
- * Data Model Design
 - Identify target Redis data structures
 - Define data mapping strategy
 - Document approach & recommendations
- * Review & Finalize Data Model

Data Model Design & Tool Automation
15 consulting days

- * Discovery & Data Model Design Previous package
- * Data Migration Implementation
 - Configure data mappers
 - Execute on Redis PS test clusters
 - Build and document deployment MI
- * Assist with Tool Automation Integration



Redis Enterprise Developer Private Training Class

This 2-day private training class teaches trainees how to build robust Redis Enterprise applications using the Java, C# (.NET) and Python developer 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 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

Day 1 Training Topics

- * Redis OSS and Enterprise Overview
- * Data Modeling and Use Case Scenarios
- * Strings, Hashes, Sets and Sorted Sets
- * Lists, Geo-spatial, Pub/Sub/Subscribe
- * Efficient Key Space Scanning
- * Streams and Messaging Patterns
- * Replication and Bitsets
- * Eviction Policies and Time-to-Live (TTL)
- * Hands-on Lab Exercises

Redis Data Structures

Day 2 Training Topics

- * Redis Transactions and Pipelining
- * Redis Shards and Lua Scripts
- * Redis Sharding and Key Affinity
- * Session Management
- * Redis Stack Capabilities
 - Text & Vector Search
 - JSON Documents
 - Time Series
- * Hands-on Lab Exercises

Redis Use Cases



Redis Developer Bootcamp Service Packages

A Redis Enterprise 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 Stack 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 three 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.

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

Standard Redis Developer Bootcamp
5 consulting days

- * Use Case & Requirements Discovery
- * Application Developer Workshop
- * Data Model Design & Development
 - Identify Redis Stack data structures
 - Develop reference solution for use case
 - Document approach & recommendations
- * Demonstrate Solution (Q&A session)

Advanced Redis Developer Bootcamp
10 consulting days

- * Standard Redis Enterprise Bootcamp - See Standard package
- * Expanded Design & Development
 - Develop reference solution for use case
 - Benchmark & analyze performance
 - Document approach & recommendations
- * Demonstrate Solution(s) (Q&A session)

GenAI Redis Developer Bootcamp
15 consulting days

- * Standard Redis Enterprise Bootcamp - See Standard package
- * Machine Learning Model Selection
 - Develop vector embedding pipeline
 - Create query and answer solution
- * Demonstrate Solution (Q&A session)