

# Support for Big Data Operations

Achieve massive improvements in platform performance and reduce the costs of supporting your environments with Data Observability.

## EFFECTIVE COMPLETE SUPPORT



A comprehensive set of Observation tools delivered with deep technical support. Thanks to Acceldata's Observation framework we quickly identify Technology, Configuration, Data Quality, Query, Infrastructure and knowledge issues.

## HADOOP & NON-HADOOP



Observation means viewing **all** factors that may result in performance issues. Increase reliability by viewing Hadoop and Non-Hadoop components. Teams can quickly identify rogue processes or configuration issues for review.

## END TO END DATA PIPELINE VISIBILITY



Ingestion to consumption - observe every workload in the data pipeline together with business context. Infrastructure, network, technology elements and code diagnostics all visible across multiple clouds and on-prem.

## SUPPORT THAT SCALES



Data grows and platforms need to scale. Observe new technologies or processes with efficiency and insight. Observe without building widgets and adding more staff.

## KNOW & CHANGE BEFORE IT HAPPENS



Our support team will work with you to set alert thresholds, recommend preemptive automated actions and review with you historical data in our Monthly healthchecks.

## Get More from your Big Data Investment

Acceldata reduces Hadoop support costs Day One. Our support includes Pulse, which reveals opportunities to reduce compute costs, improve data pipeline performance and identify trouble before it happens and because Hadoop is usually part of other technologies in your pipeline we can observe them too, including EMR, Snowflake, MemSql, Redshift, GCS, Databricks, Oracle, MSSQL and others.

## Plan for the Future

Evaluating new technologies? Great! Our tools and team can provide the hard numbers on performance, cost and reliability needed to help make a decision. Contemplating going to a different Cloud? We can help there too and compare their costs and performance against your real world workloads.

## Automation Based Support

Making sure your business-critical applications run smoothly, meet customer performance expectations AND fall within budget can be tough. There really is only one way. We built an integrated data observation framework deployed at every client which allows us to deliver support programs that are flexible, less costly and meet your SLA's.

No matter the industry, we all manufacture Data Product. Acceldata provides you insight, knowledge, cost and performance of the tech, code, cloud and infrastructure that make up your Big Data environments. So run in the cloud and on-prem, use a PAAS service or build your own. Our observation framework and support infrastructure provides business data pipeline clarity to everyone in your company.

## Support with Acceldata delivers

### Automated Remediation

Identifying issues before they happen and automatically notifying - even fixing it.

### Flexible Support

Choose the level of support that fits your requirements. Across clusters, clouds and on-premises

### Integrated RCA

When issues occur, Acceldata displays root cause and can provide appropriate actions.

### Code Diagnostics

Sometimes its simply an "innocuous" change in SQL. Acceldata helps you see the issue.

### Capacity Planning

As your business changes, Acceldata can provide insight into future capacity requirements

### Non-Hadoop Too

60% of support issues are typically not Hadoop. We identify those too and provide guidance to resolution.

### Hadoop Bug Fixes

Bugs occasionally happen. We provide patches release them to you and the community.

### Performance Compare

Which technology or cloud or SQL statement is better? We help you answer that empirically.

#### CUSTOMER SUCCESS



"We partnered with Acceldata while we were on Hadoop. As we re-platformed, Acceldata enabled us with deep technical insights and allowed us to modernize seamlessly. We are expanding the use of Acceldata across our data eco-system for observability at GE's scale and complexity."

Diwakar Goel VP & Chief Data Officer

#### ABOUT ACCELDATA

Acceldata is a company of world class engineers and open source committers who created an Intelligent Observability Platform for Data Applications. Making it easier for operations, data scientists, engineers, and executives to understand where their data is and how their systems are performing in support of their constituents. Issues and analysis that once took days to address can be managed instantaneously.