WE SUPPORT MISSION CRITICAL RIAK APPLICATIONS

Riak is a family of cloud-ready, fault tolerant, scalable data solutions. Built in Erlang, Riak offers high availability, fault tolerance, operational simplicity, and scalability to many enterprises. At Erlang Solutions, we are experts in Riak support, we provide 1st, 2nd, and 3rd line support for mission critical Riak applications. We are here to help.

FLEXIBLE 24x7 SUPPORT SERVICE

Our Riak support is an annual subscription service offering 24x7 support for Riak KV, Riak TS and Riak S2/CS for selected releases. Running older Riak versions? **Contact us** to arrange a bespoke support.

Riak KV Open Source
Riak KV Enterprise
version 2.0.6 or newer

Riak TS version 1.3.0
or newer

Riak S2/CS version 2.0.2
or newer

WHAT DO YOU GET WITH OUR SUPPORT?

We offer support through operational procedures, configuration changes and work-arounds to restore service. Where a software patch is available for the defect, we can assist in upgrading.

For new defects, the priority will be to restore service and provide as a permanent fix longer term activity. Software patches are developed to address the defect either permanently, or so that it has minimal impact on normal operation.

SUPPORT LEVELS

PRIORITY: URGENT ●●●●

A production Riak system is experiencing an outage which results in an inability to execute system operations or end user actions. The complete failure of a production system and requires immediate correction. A significant degradation of performance of the overall system severely impacting business operation is also Urgent.
SLA: 60 minutes from incident first raised

PRIORITY: HIGH ●●●○

A production Riak system is experiencing a failure condition that is severely restricting system operations or end user actions. A non-production Riak system (e.g. development or QA) is experiencing a total outage.
SLA: 4 hours from incident first raised

PRIORITY: NORMAL ●●○○

The production Riak system is usable and has limited impact on end user or system functionality. A non-production Riak system (e.g. development or QA) is experiencing a failure condition that is severely restricting system operations.
SLA: 1 business day from incident first raised

PRIORITY: LOW ●○○○

The production Riak system is usable, with no impact to end user or system functionality. General educational questions about Riak and system behaviour and operations.
SLA: 2 business days from incident first raised

RIAK HEALTHCKECKS & PERFORMANCE REVIEWS

We also provide professional services such as migrating from the Riak Enterprise edition to the Open Source version, Healthchecks and Performance Reviews. **Contact us** for more info.

WHY ERLANG SOLUTIONS?

We specialise in building and maintaining truly scalable solutions. We create, deliver, and support systems based on the Erlang and Elixir ecosystem. Our team works on end-to-end solutions for clients ranging from start-ups to Fortune 500 companies.

When it comes to Riak, written in Erlang, our support offering is second to none. We provided Erlang consultancy to Basho for the Riak product - we helped build Riak. With our parent group Trifork, we are also the largest reseller of Riak for enterprise. We are dedicated to ensuring that support for those installations, and more, remains available.

Want to know more or arrange support? Contact us at general@erlang-solutions.com

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