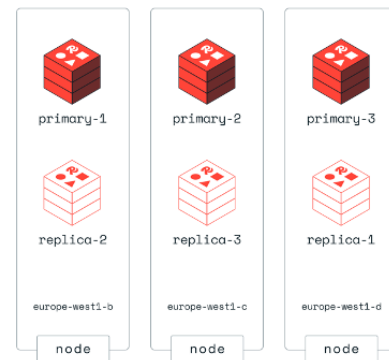# Redis Professional Services
Credits Overview

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 Software 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 Software Operations Services

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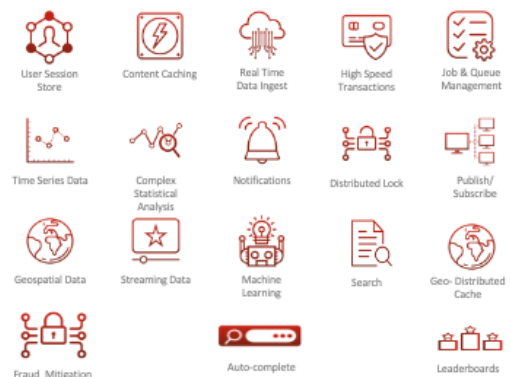* Redis Enterprise Data Integration
    - Promote and propogate data sets

Redis Software Architecture

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

Redis Software Operator Training (19 credits)

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

Redis Software Jumpstart (15 credits)

* Includes an instructor-led operator workshop
* Handles VMs & orchestration environments
* Non-production tier installation & configuration
* Production tier installation & configuration
* Production readiness assessment

Redis Software 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 Software On-premise Deployment Automation (12 credits)

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

Redis Software 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 Software 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 Software 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 Software 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 Software 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 Software Data Migration Service Packages

The Redis Software product family offers automated tools (RIOT) 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 Software databases. The Redis Data Integration service supports the automated promotion of data from RDBMS repositories to Redis Software 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.

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 kit
* Assist with Tool Automation Integration

Redis Software Developer Training (19 credits)

* Instructor-led with up to 12 participants
* Standard curriculum (lessons + labs)
* Targeted towards application developers
* Incorporates Redis enhanced capabilities
* Delivered virtually with recordings provided

Redis Software Developer Instructor-Led Training Class

This 2-day instructor-led training class teaches trainees how to build robust Redis Software applications using the Java, C# (MS.NET), Python and Node.js programming 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.

Day 1 Training Topics

* Redis Community and Software Overview
* Data Modeling and Use Case Scenarios
* Strings, Hashes, Sets and Sorted Sets
* Lists, Geo-spatial, Publish/Subscribe
* Efficient Key Space Scanning
* Streams and Messaging Patterns
* HyperLogLog and Bitfields
* 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
* Redis Enhanced Capabilities
  - Text & Vector Search
  - JSON Documents
  - Time Series
  - Probabilistic (bloom, quantiles)
* Hands-on Lab Exercises

Redis Use Cases

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

Redis Developer Bootcamp Service Packages

A Redis Software 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 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 those answers. These multi-day Professional Services engagements are delivered by senior consultants who will guide your team through a discovery process, provide workshop session(s) 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.

Standard Redis Developer Bootcamp
5 consulting days

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

Redis Use Cases

Advanced Redis Developer Bootcamp
10 consulting days

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