

BlueData Customer Success

A vision of what you can achieve with Big Data isn't enough if you can't bring it to fruition. Unleash the power of Big Data with **BlueData Services & Support** expertise and proven methodology to guide you throughout your journey and help realize your goals faster.

BIG DATA CHALLENGES

- ▶ Aggressive or unrealistic project timelines for your Big Data journey
- ▶ Lack of business interlock between IT and your data science teams
- ▶ IT can't keep up with rapid evolution of Big Data analytics and data science applications
- ▶ Inability to manage all the requests from your data science and analytics teams
- ▶ Difficulty in identifying and prioritizing the Big Data use cases to focus on
- ▶ Lack of visibility into all the Big Data applications and tools in the enterprise
- ▶ Limited staff and skills to develop, build, and/or manage your Big Data initiative
- ▶ Uncertainty in how to migrate from on-premises to cloud or hybrid model for Big Data
- ▶ No in-house knowledge on how to transition to a Big-Data-as-a-Service approach

A variety of business, technical, or operational challenges can prevent your organization from reaching its Big Data goals. To deliver on the promise of Big Data – whether for innovation, revenue-generation, or cost-cutting objectives – you'll need to overcome these challenges. And without the right Big Data platform, you may lack the ability to succeed.

At BlueData, your success is our success. Our BlueData EPIC™ software platform makes it easier, faster, and more cost-effective to deploy Big Data infrastructure and applications. And our services and support teams can help you to achieve greater operational and cost efficiencies, deliver business agility and faster time-to-insights, and bridge the gap between IT and your data science teams.

From Strategy to Deployment to Optimization

A successful Big Data journey is about more than technology. It requires a bigger perspective, taking into account your entire Big Data ecosystem of tools and operational processes as well as your current staffing and internal expertise. We can assist in that journey, from upfront strategic planning to implementation to ongoing support.

With BlueData, you can confidently move forward with your Big Data initiative and ensure success:

- Accelerate deployment of the BlueData EPIC platform, leveraging our breadth and depth of Big Data expertise and best practices
- Maximize innovation and drive operational efficiencies aligned with your business priorities, by tailoring solutions for your organization
- Increase user adoption and productivity, with education and mentorship in how to use BlueData features and functionality
- Complement and/or supplement your current staff, with our experts in Big Data infrastructure, applications, and data science

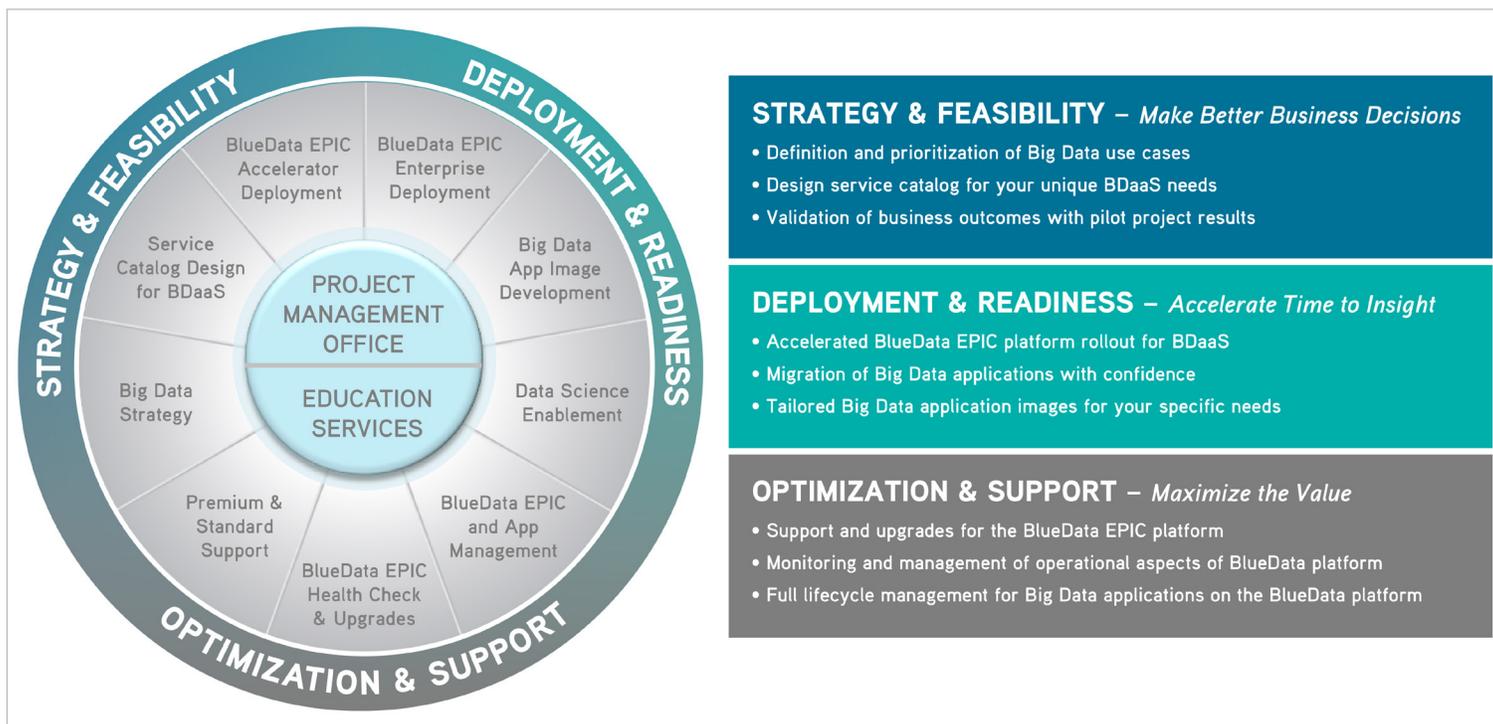
Ensuring a Successful Big Data Journey

To guide you along your Big Data journey and ensure customer success, BlueData provides the following:

- A comprehensive portfolio of service and support offerings
- The proven BlueData Engagement Methodology™
- A highly experienced global team of service professionals and partners
- A variety of consumption options to meet your organization's needs

BlueData Services Portfolio

BlueData offers a complete portfolio of services – including strategic planning, deployment, best practices, training, support, and optimization – to help your organization realize big value from Big Data.



BlueData's portfolio of services includes strategic planning, deployment, and support - as well as project management and training.

Our **Strategy & Feasibility Services** help you develop a comprehensive and customized strategic plan for your Big Data initiative. We identify, prioritize, and evaluate options so you can choose the most effective path to Big-Data-as-a-Service (BDaaS).

- Big Data Strategy and Use Case Evaluation – provides a strategic plan for your Big Data journey, based on your business goals and potential use cases
- Service Catalog Design for BDaaS – helps establish a business interlock between your IT infrastructure and operations teams and your data science and analytics teams
- BlueData EPIC Accelerator Deployment – evaluates and tests the value of BDaaS in your organization, by designing and implementing one relevant use case with the BlueData platform

Our **Deployment & Readiness Services** help you implement your Big Data vision and embark on your Big Data journey with BlueData. We focus on the infrastructure deployment from pilot to production, the development of Big Data application images and transition to the new BDaaS environment, and the enablement of your teams so they are ready to operate and optimize the BlueData platform.

- BlueData EPIC Enterprise Production Deployment – ensures a smooth transition for the BlueData software platform to support all enterprise Big Data analytics and data science applications
- Big Data Application Image Development – drives or enables the development and testing of Big Data application images to serve your stakeholders' needs
- Data Science Enablement – accelerates your data science, machine learning, and deep learning projects by driving the collection, preparation, modeling, and development of data models and algorithms as well as augmenting your data science teams

Our **Optimization & Support Services** maximize the value of your investment by providing operational expertise as well as technical assistance, to maintain and evolve your organization's BlueData deployment.

- BlueData EPIC Premium and Standard Support – provides you with assurance that BlueData will solve all EPIC-related product issues with confidence
- BlueData EPIC Health Check and Upgrades – includes monitoring and reporting on all operational aspects of the EPIC platform, and provides best practices and assistance for upgrades
- BlueData EPIC Operations and App Management – augments your existing staff by managing the operations, optimization, and ongoing maintenance of the EPIC platform and your application images

Our **Project Management Office Services** provide project governance and standards in order to deliver business value and minimize risks throughout your Big Data journey.

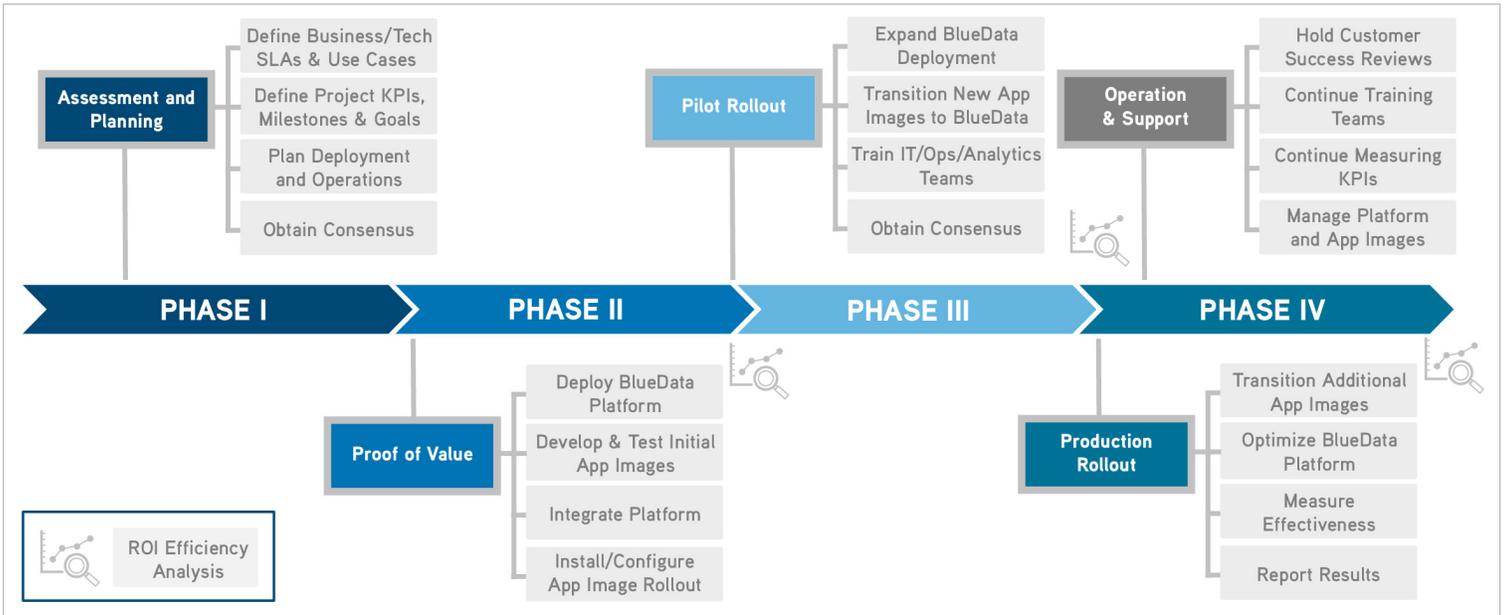
Our **Education Services** include a full range of training programs designed to grow your teams' knowledge, so you can unleash the benefits made possible by the BlueData EPIC software platform.

BlueData Engagement Methodology™

To ensure success with your Big-Data-as-a-Service solution powered by BlueData, our services team utilizes the proven **BlueData Engagement Methodology™** – designed, built, and fine-tuned from our experience with dozens of large-scale enterprise Big Data deployments. Our methodology targets four distinct objectives:

- Phase I: Define, plan, and agree on the project charter, goals, use cases, and deployment strategy.
- Phase II: Ensure that the project proposal meets the agreed business and technical goals, with an initial deployment.
- Phase III: Prove out the solution and provide confidence that all business, technology, and organization aspects are fine-tuned, prior to an enterprise-wide rollout.
- Phase IV: See how your vision has become a reality in production, ensuring success and delivering continuous improvement.

In addition, at the end of most of the phases we develop an ROI Efficiency Analysis to report on and demonstrate how the project goals and KPIs are being met throughout your Big Data journey.



The BlueData Engagement Methodology™ helps ensure success for your Big Data initiative, from initial planning to production rollout and ongoing operations.

Engagement Team and Resources

The BlueData team of service professionals – together with our global ecosystem of service delivery partners – have years of experience in designing, delivering, managing, and supporting successful Big-Data-as-a-Service engagements for a wide range of use cases across all industries. BlueData’s Big Data architects, consultants, data scientists, and project managers are committed to helping create new ideas for innovation, ensuring success in your deployment, enabling your teams for self-sufficiency, and/or delivering results on your behalf.

Multiple Options and Consumption Models

BlueData understands that you may need different financing options to take advantage of our services. Therefore, we offer three alternatives to accommodate all of your needs. You can purchase individual service offerings in order to tackle specific projects, acquire bundled packages if you need an all-inclusive and comprehensive solution with one price, or budget for BlueData service credits upfront so you can use them when needed.

Individual Services	Bundled Packages	Service Credits
<p>Fixed and custom pricing for “a la carte” services</p> <ul style="list-style-type: none"> • “Statement of Work”-based offerings • 10+ service offerings ranging from Strategy to Deployment and Readiness to Optimization • Invoiced at the end of the project or after a project milestone <p><i>Tailored to your specific needs</i></p>	<p>Packaged subscription pricing for various service offerings</p> <ul style="list-style-type: none"> • Starter and Enterprise Packages • Includes BlueData software + Design, Deployment, Education, Integration, Customization, and Support services • Options for 1 year, 2 year, and 3 year subscriptions <p><i>Ensures success from the start</i></p>	<p>Packaged subscription pricing for various service offerings</p> <ul style="list-style-type: none"> • Valid for up to 1 year after purchase • Example — use 100 Credits for: <ul style="list-style-type: none"> ✓ BlueData EPIC Accelerator Deployment ✓ Two onsite training sessions (for up to 20 people) <p><i>Budget upfront and use as needed</i></p>

BlueData provides options for purchasing services either a la carte, bundled with software, or with upfront credits.