OverOps Service Offerings

Maximize your OverOps investment with our annual services and support packages. Choose the best option for your needs and see immediate value upon deployment.

Smooth Scaling with OverOps Service Packages

Make the most of your OverOps deployment and easily scale to meet your business needs. With access to our world-class engineering and services teams, customize your OverOps implementation to integrate seamlessly and securely into your existing ecosystem. Leverage best practices, expert training and advanced consulting to optimize your OverOps investment.

- Fast time-to-value
- Advanced customization
- Business goal alignment
- Seamless integrations

Annual Subscription Pricing Packages

Pricing available upon request.

Silver Package
/50 hours

- ✓ Standard deployment & integration support
- ✓ Security & data redaction strategy & setup
- ✓ Naming & tagging best practices

Gold Package
/250 hours

MOST POPULAR

- ✓ Silver Package standard features
- ✓ Advanced training, installation & customization
- ✓ On-call application go-live support

Platinum Package
/500 hours

- ✓ Gold Package standard features
- ✓ Code quality consulting & release risk assessment
- ✓ UDF and advanced infrastructure support

Visit www.overops.com to learn more about OverOps integrations and product support.

Services Offered	Silver	Gold (Most popular)	Platinum
Implementation			
Deployment setup for maximum scalability & data retention	✓	✓	✓
Hardware & network planning	✓	✓	✓
In-depth technical tour of product components & processes	✓	✓	✓
Runbook for repeatable installation of additional environments	✗	✓	✓
Go-Live assurance (i.e. on-call services expertise when app deploys)	✗	✓	✓
Integrations			
Integration setup (e.g. Splunk, AppDynamics, Jenkins, etc.)	✓	✓	✓
Data access (i.e. use of data within quality gates across SDLC)	✓	✓	✓
Security			
SAML/LDAP authentication & authorization setup	✓	✓	✓
Data redaction strategy implementation	✓	✓	✓
Best Practices			
Product setup (e.g. application names, deployment tags, server groups, etc.)	✓	✓	✓
Reliability dashboard & scoring customization	✗	✓	✓
Error prioritization definition & routing	✗	✓	✓
Advanced Support & Customizations			
Advanced training (e.g. intelligent routing, custom workflows and dashboard configuration, quality gate implementation, API deep dive, custom scoring algorithms, operationalization planning, online training, etc.)	✗	✓	✓
Support for product upgrades	✗	✓	✓
Release risk assessment	✗	✗	✓
Advanced code improvement consulting	✗	✗	✓
User Defined Function (UDF) training	✗	✗	✓
Advanced Infrastructure (e.g. Kubernetes & container strategy, disaster recovery, non-standard private cloud, etc.)	✗	✗	✓