

PROFESSIONAL SERVICES FROM WEAVEWORKS



Contents

03 Introducing Weaveworks

04 Our services

05 Weave Kubernetes Enterprise Support

06 Mission Critical Support

07 Customer Reliability Engineer

08 Weave Kubernetes GitOps Support

09 Kubernetes and GitOps Quickstart

10 Weaveworks Professional Services

11 Cloud Native Assessment

12 GitOps Discovery, Design and Deploy

13 Managed Service

14 Bespoke Service

16 Let's talk

Founded in 2014, Weaveworks is the software company behind GitOps, a cloud-native model for building and maintaining containerized applications. As the pioneers of GitOps, our knowledge and expertise is unrivalled – which is one reason why we're also the global leaders in GitOps services.

We offer a choice of service levels, from premium dedicated support through to enterprise-level subscriptions backed by SLAs guaranteeing issue resolution.

In this brochure, we outline each of the services we offer – and how they help organizations of all sizes to realize the benefits of GitOps. Weaveworks is a privately held company that includes Amazon, Google Ventures, and Deutsche Telekom among its backers. You can learn more at weave.works

“ One of the things I really find beneficial is the production insight that Weaveworks brings to the table, which allows us to make important decisions with confidence. That for us is pivotal.”

— Wen Yeow, Senior Engineer, NAB

Our services

At Weaveworks, our service offering is divided into three categories.

Weave Kubernetes Platform (WKP) delivers GitOps-powered Kubernetes management on-premise, across clouds and at the edge. Along with the software, each WKP subscription provides mission critical support so you can operate GitOps at scale with confidence.

For anyone implementing GitOps (or considering it), we offer a wider range of consulting and engagements services as Professional Services. From early-stage assessments to dedicated operational implementation, our Professional Services team can assist from the moment you begin your GitOps journey.

Weave Kubernetes Enterprise Support

- ▶ Mission Critical Support
- ▶ Customer Reliability Engineer

Weave Kubernetes GitOps Support

- ▶ GitOps Quickstart
- ▶ Kubernetes Quickstart

Weaveworks Professional Services

- ▶ Cloud Native Assessment
- ▶ Discovery, Design and Deploy
- ▶ Managed Services
- ▶ Bespoke Services

Weave Kubernetes Enterprise Support

A mature enterprise Kubernetes platform, WKP provides all the capabilities needed to build and operate a complete Kubernetes platform with GitOps management. Our team can work with you right from the start with from initial design assessments and training workshops to full services that can take you to a production Kubernetes environment, as well as ongoing support and dedicated engineering resources.

Whether you're new to Kubernetes or not, our WKP support packages will ensure your business reaps the full range of GitOps benefits, from productivity and stability to MTTR, security and compliance.



Read more about our services on our website, weave.works/services/

Mission Critical Support

A Weave Kubernetes Platform subscription (WKP) includes 24/7 support and security through extensive Service Level Agreements (SLAs).

For mission critical applications built using WKP, this support package offers the following:

- ▶ Customer-specific Git repository
- ▶ Curated upstream Kubernetes
- ▶ Curated upstream Kubernetes tools (Flux, Scope, Flagger etc.)

Curation includes all CVEs, security patches and bug fixes.

Severity Level	Effort Period	Response Method	Response Time
Level 1 Critical	Continuous effort	Phone	1 hour
Level 2 Degraded	Local business hours	Phone or Online	4 business hours
Level 3 Standard	Local business hours	Phone or Online	8 business hours
Level 4 FE & NonCritical	By WKP release	Online	5 business days

Customer Reliability Engineer

This is an add-on service for WKP customers looking for personalized care, advice and coaching. It gives you ongoing access to a named expert with the latest DevOps knowledge and skills, to assist with recommendations on design, deployment and any general operations problems.

Key benefits

- ▶ Named contact providing high-contact and tailored expertise
- ▶ Assistance with installing, configuring and maintaining the platform, using the components defined in WKP
- ▶ Proactive personalized advice and assistance on Kubernetes, via regular calls with the technical team
- ▶ Can work in conjunction with other vendors to solve issues across the platform

Shared Site Reliability Engineer

- ▶ 25% of engineer's time
(One week per month or daily)
- ▶ Remote or on-site
- ▶ One-year subscription

Dedicated Site Reliability Engineer

- ▶ 100% of engineer's time
- ▶ Remote and/or on-site
- ▶ One-year subscription

Weaveworks Kubernetes GitOps Support

Whether you're looking for a quick helping hand in getting started with Kubernetes and GitOps, our quickstart package is a good solution.

We provide an end-to-end consulting, training and support package over three days, covering infrastructure, operations and application management. You'll walk away with everything you need to build a greenfield production cluster.

Need something more specific or tailored to your organization's requirements? Talk to us about our Amazon EKS or Azure AKS packages.

Kubernetes and GitOps Quickstart

An end-to-end consulting, training and support package, covering infrastructure, operations and application management. It begins with a three-day architecture workshop for up to 15 members of your team, followed by a discovery and design workshop, giving you everything you need to build a greenfield production cluster.

The package includes 10 Weaveworks Kubernetes Support subscriptions, entitling you to security updates and 9-5 telephone support for one year, plus a week's worth of consulting services.

The package

Kubernetes Architecture Workshop

- ▶ Instructor-led workshop on Kubernetes and GitOps
- ▶ Three days on your premises
- ▶ For up to 15 attendees

Production Ready Reference Architecture

- ▶ Collaborative review (undertaken by your architects and ours)
- ▶ Kubernetes and GitOps best practices

Weaveworks Kubernetes Subscriptions

- ▶ 10 one-year subscriptions
- ▶ 9-5 support
- ▶ Security updates for the platform

Professional Services

- ▶ One week's worth of Weaveworks ProServ
- ▶ Can be used at any time in the six months following the initial workshop and architecture review

Weaveworks Professional Services

Our range of professional enterprise services are for organizations wishing to adopt GitOps as their operating model.

It includes pre-packaged services that can aid with planning, longer-term engagements to assist you throughout the process and ongoing managed services. We also offer bespoke consulting.

Wherever you are now and wherever you want to be, we can be as involved as you need us to be on your GitOps journey.

Cloud Native Assessment

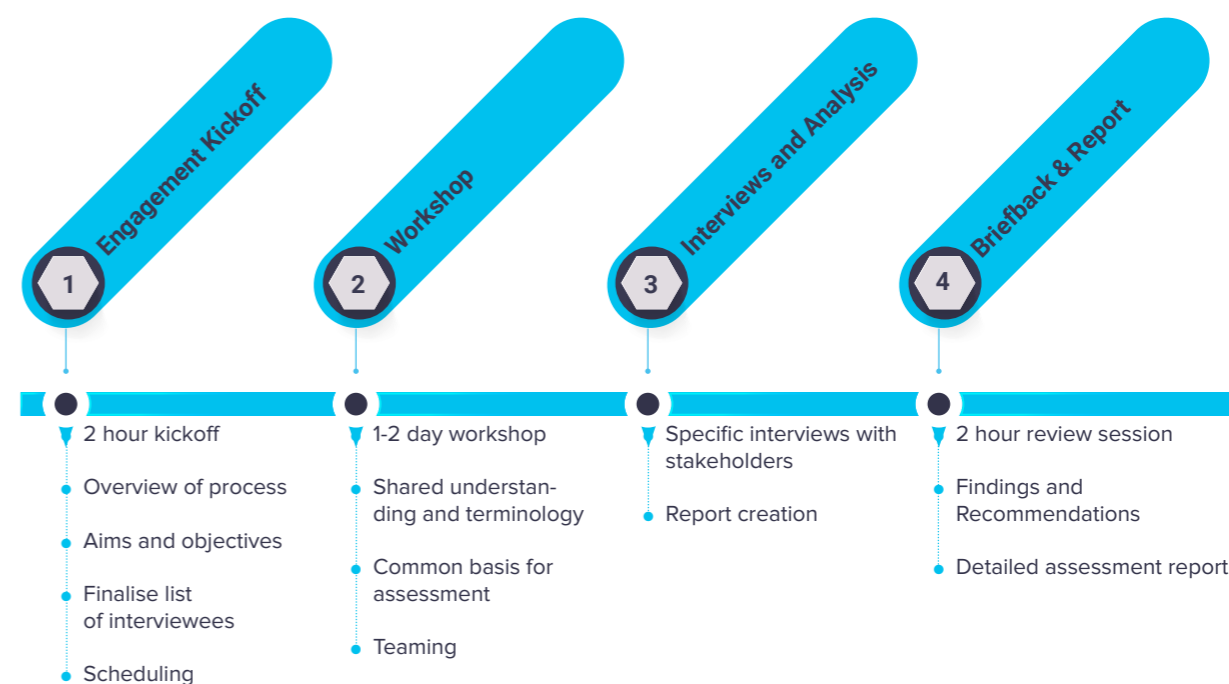
For organizations embarking on any cloud-native project, this is an in-depth review and assessment, delivered as a two-week workshop that culminates with a set of recommendations.

The assessment covers the design and architecture of the Kubernetes environment, security, plus core requirements for automation, cluster life cycle, application life cycle and roll out across your environment.

What we do

- ▶ Review your current situation and gather information
- ▶ Document specific issues regarding your environment
- ▶ Deliver an end-to-end technical flow, with our recommendations for your GitOps implementation

The process



GitOps Discovery, Design and Deploy

This four-stage engagement gives your developers and operations teams the tools, skills and knowledge they need to successfully develop and operate cloud native applications with GitOps.

It includes training and recommendations for developers and operators on streamlining your Kubernetes environments:

- ▶ GitOps training and workshop
- ▶ Architectural review and proposed Cloud Native design
- ▶ Functional proof of concept implementation leveraging GitOps

Our 12-week engagement process includes four stages:

- 1 A two-day workshop, review and assessment of your current plans, discussing areas of opportunity, all based on our experience with production clusters.
- 2 Discovery and design to determine the correct cluster architecture.
- 3 Discovery and design to determine the correct application architecture.
- 4 We help you build a GitOps Kubernetes cluster leveraging Weave Kubernetes Platform (WKP) and other cloud native technologies.

Deliverables

A GitOps-based architecture design and report: Architecture defined based on the findings and recommendations during engagement.

A functional implementation of GitOps based Weave Kubernetes Platform cluster, based on the above Architecture Review Report, leveraging best practices and proven methods.

- ▶ An architecture defined in your Git repository, containing all agreed requirements to deploy the functional cluster.
- ▶ A functional non-production Kubernetes cluster instance, based on the above.

Weaveworks Managed Service

With this ongoing service package, our SRE team will actively manage your stack using WKP. The package includes round-the-clock support for everything from managing your application to upgrading the cluster.

In accordance with GitOps principles, WKP will create a complete model of your system. Our automated tools will then compare this model with your system to correct any drift they detect. With our real-time dashboard, you can check the status of your system and the performance of your team.

We have worked with several major cloud providers to guarantee unified support and escalation processes. Partners currently include AWS, Microsoft Azure, Google and Equinix Metal.

Managed Service at a glance

To avoid lock-in, your team can assume responsibility for cluster management at any time.

- ▶ The Managed Service environment comprises Development, Test and Production clusters.
- ▶ We will stand up Weave Kubernetes Platform (including multi-cluster support) on the cloud provider of your choice.
- ▶ We will create or integrate authentication with your IDM system.
- ▶ We provide full technical support for the clusters under management, on an ongoing basis.
- ▶ We provide upgrades and maintenance of the cluster.
- ▶ We give you a named Account Project Manager to ensure coordination and communication.



Bespoke Services

From training and consultancy to implementation and ongoing management, we can design and deliver bespoke services based on the unique requirements of your organization.

Workshops

Tailored workshops based on GitOps. Example subjects include management of applications throughout their life cycle.

Development

Addressing technology gaps or accelerating projects critical to your business through Non-Recurring Engineering.

Consulting

Consultancy engagements requiring specific skill sets or domain knowledge in areas such as networking, storage or authentication.

Let's talk

If you're ready to start a conversation about how we can support you on your GitOps journey, contact us today at:

sales@weave.works

To learn more about our services, go to:



weave.works/services/

