

Neo4j Cloud Managed Services

Neo4j Cloud Managed Services (CMS) is a white-glove service offering for hosting customers' Neo4j applications. CMS includes public cloud and private cloud infrastructure support as well as Neo4j product support.

Neo4j CMS is designed for enterprises that want to take advantage of the agility and flexibility of cloud deployment while retaining the configurability and control of a self-managed environment. Neo4j CMS is available on the major public clouds using your organization's account, or for on-premises use in a private cloud environment.

Full Lifecycle Support

Experts from Neo4j perform initial infrastructure setup for your application's specific needs. We maintain the configuration, ensure its availability (including regular backups), and apply patches and updates as needed so your environment stays current, secure, and supportable.

Security for the Enterprise

Neo4j CMS can provide complete encryption for data in transit, with multiple options for at-rest encryption depending on your needs. Beyond that, Neo4j CMS can integrate with security policies, cloud management policies, and Identity as a Service providers.

Flexibility, Control, and DevOps Integration

While offering the agility and flexibility that enterprises have come to expect from cloud deployments, Neo4j CMS also provides the control and configurability of a custom Neo4j implementation. Neo4j experts work with you to integrate Neo4j with your Infrastructure as Code (IaC) and Continuous Integration/Continuous Delivery (CI/CD) pipelines. In addition, CMS can optimize the hardware environment for your application's unique needs. Management and monitoring of your Neo4j application infrastructure is also available.

Neo4j Microservices and Kubernetes Deployments

Our team has expertise in running Neo4j as a stateful microservice deployed on Kubernetes (including EKS, GKE, AKS, and OpenShift). Our Kubernetes expertise will help your organization scale your Neo4j infrastructure easily,

add service discovery and container networking, improve governance and security controls, simplify infrastructure health monitoring, and optimize resource allocation, allowing for autoscaling and load balancing of Neo4j containers.

24x7 Production Support

Neo4j CMS includes 24x7 production support for your most critical enterprise applications. Neo4j experts monitor the system constantly to anticipate and avoid production issues. They are instantly alerted about any infrastructure issues to ensure rapid recovery and full service availability. Your production database is backed up automatically on a regular basis to support system recovery and minimize the risk of data loss.

24x7 Production Support with SLA

With Neo4j Enterprise Edition and CMS, you have 24x7 support for production issues as well as 9x5 support for nonproduction issues and questions.

Self-Service Portal & Ticketing System

Neo4j provides a self-service online ticketing system where users can report issues and see the status of any reported issues from any device 24x7.

Regular Check-ins

We offer quarterly steering meetings to review your CMS configuration with your team to discuss ways in which the CMS practice can continuously improve customer success and satisfaction.

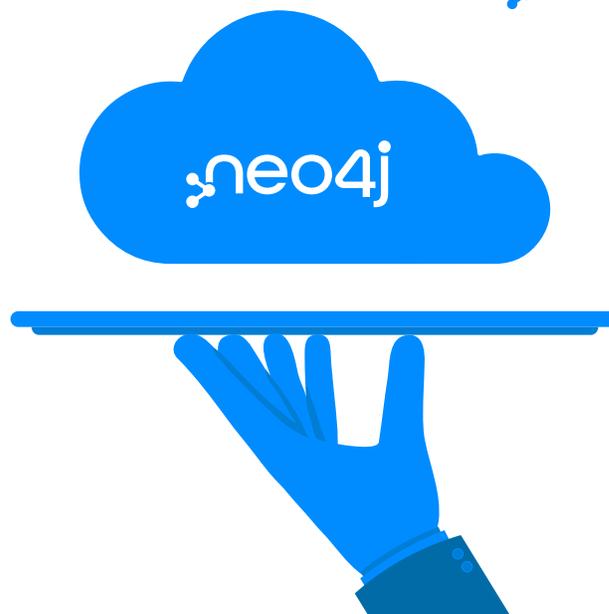
Monthly status meetings are held to review deployment status and ensure smooth team communication. Once live, Neo4j also supports Cloud Managed Services via periodic scorecard reports.

Change Management & Ad-Hoc Meetings

Change management meetings are offered to ensure that your team is aware and involved as the experts at Neo4j evolve your cloud application environment. Ad-hoc meetings are available as needed to review requirements, troubleshoot issues, and manage escalations.

Neo4j Cloud Managed Services is your fastest path to an enterprise-ready managed Neo4j environment

Tailored to your unique needs and designed to evolve as your business requirements and applications change, Neo4j CMS provides a fast track to a production Neo4j application while eliminating the need for you to procure, set up, and maintain a production environment.



DBA Services

Sysadmin Services

Professional Services (Optional)

Manage database backups and restores	Infrastructure build	Performance tuning for server and database
Database start, stop, and restart	Disaster recovery (DR) runbook creation	Ingestion, extraction, and visualization Review and implement best practices
Neo4j upgrades and patches	DR test exercise Up to two times/year	Data modeling Review and implement best practices
24x7 Neo4j metrics monitoring Logs, resource utilization, file growth, performance monitoring	24x7 cloud monitoring Availability, resource utilization, logs, and server metrics	Development Cypher and Neo4j procedures
	Manage database server backups	
	Restore database server	
	Start, stop, and restart servers	
	Manage cloud resources	
	OS upgrades and patches	

Neo4j is the world's leading graph data platform. We help organizations – including Comcast, ICIJ, NASA, UBS, and Volvo Cars – capture the rich context of the real world that exists in their data to solve challenges of any size and scale. Our customers transform their industries by curbing financial fraud and cybercrime, optimizing global networks, accelerating breakthrough research, and providing better recommendations. Neo4j delivers real-time transaction processing, advanced AI/ML, intuitive data visualization, and more. Find us at neo4j.com and follow us at [@Neo4j](https://twitter.com/Neo4j).

Questions about Neo4j? Contact us around the globe:

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