

## Services Brief

### WHITE-GLOVE CLOUD SERVICES

24x7 production support including real-time alerts and notifications

Infrastructure setup

Infrastructure systems admin services

Services administration

Change management

Neo4j Cloud Managed Services 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 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 (if desired) infrastructure support, Neo4j product support, and optionally, Neo4j Professional Services.



Neo4j Cloud Managed Services 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

The experts from Neo4j perform initial infrastructure set up according to your application's specific needs. We maintain the configuration, ensure its availability (including regular backups), and apply patches and updates seamlessly 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 is able to integrate with your enterprise directory environment including support for LDAP as well as Kerberos.

### Flexibility & Control

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. The Neo4j experts work with you to configure and customize the hardware environment to your application's unique needs. Additional services for application design and development are also available.

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## 24x7 Production Support

Neo4j Cloud Managed Services includes 24x7 production support for your most critical enterprise applications. Neo4j experts monitor the system constantly to anticipate and avoid production issues and are alerted instantly to 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 risk of data loss.

## 24x7 Production Support with SLA

With Neo4j Enterprise Edition and Cloud Managed Services, you have 24x7 support for production issues as well as 9x5 support for non-production issues and questions.

## Self-Service Portal & Ticketing System

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

## Regular Check-ins

Quarterly steering meetings are provided 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 included to review deployment status and ensure team communication happens smoothly. Once live, Neo4j also supports Cloud Managed Services via periodic scorecard reports covered during status meetings.

## 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 also available as needed to review requirements, troubleshoot issues or manage escalations.

# Get Started Today

Neo4j Cloud Managed Services is your fastest path to an enterprise-ready custom 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.

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Neo4j is the leading graph database platform that drives innovation and competitive advantage at Airbus, Comcast, eBay, NASA, UBS, Walmart and more. Hundreds of thousands of community deployments and more than 400 customers harness connected data with Neo4j to reveal how people, processes, locations and systems are interrelated.

Using this relationships-first approach, applications built using Neo4j tackle connected data challenges including artificial intelligence, fraud detection, real-time recommendations and master data. Find out more at [Neo4j.com](https://neo4j.com).

Questions about Neo4j?

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