PROFESSIONAL SERVICES

Confluent Professional Services Technical Architect

Confluent Professional Services Technical Architect (PSTA) provides direct access to a Confluent expert who is your technical trusted advisor, engaging proactively with a focus on ensuring value realization and operational health of your Confluent environment(s). A Confluent PSTA combines Kafka and Confluent product expertise with deep awareness of your business needs to proactively guide your technical roadmap. This service gives you timely access to our technical experts to support your business needs, while also enabling you to allocate budget for Confluent Professional Services.

Optimized Customer Experience   **Risk Reduction**   **Faster Time To Value**

For the engagement to be most beneficial, we encourage key members of the team to complete some training beforehand to ensure familiarity with relevant concepts. Visit www.confluent.io/training to learn the fundamentals of data streaming and Apache Kafka.®

Professional Services Technical Architect Benefits

- **Expert guidance on best practices and recommendations:** Knowledge transfer specific to your team's level of understanding and targeted recommendations specific to your business and use case(s)
- **Smart and flexible budgeting:** Proactively use services throughout the twelve months term and plan for Professional Services needs in advance
- **Consistent, proactive engagement:** No single point of failure. Get the right resource at the right time.
- **Co-located Ecosystem:** Accelerated help

Engagement Location & Timing
This engagement is delivered via remote sessions or onsite at the Customer's premises upon request.

PSTA Sample Activities
- Proactive operational service assistance
- Periodic deployment review
- Issue(s) triage and recommended assistance
- Technical enablement
- Plan and status reporting
- Regular office hours to ensure your projects timelines are staying on track

Out of Scope
Any activities not explicitly set forth in this document are out of scope, including but not limited to:
- Detailed architecture reports
- Detailed design deliverables/reports
- Custom connectors
- Custom development