



# Bluemetrix Remote Administration Service

Operating your Hadoop cluster at maximum efficiency and security

**bluemetrix**  
the data control company

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Here at Bluemetrix we have been running and operating Hadoop clusters since 2009, so we know a lot about what is involved in keeping Hadoop operational and performing optimally. We understand how difficult it can be to keep a cluster operating at maximum efficiency and in a secure manner and at the same time we know how critical it is to do so.

For that reason, we have launched our Remote Administration Service which will focus on keeping your cluster performing fully, while you focus on developing applications and IP to grow your business.

## Engagement Model

We can work with your System Admin and Development team to supplement your resources, or we can act as your System Admin team and take complete responsibility for running your cluster. It's your decision, we will work with whatever model suits you.

## Pricing Model

The pricing model is reasonable and easy to understand. It consists of two elements:

- A fixed monthly price for pro-active engagement, this price is on a node basis and directly relates to the size of the cluster
- The Service desk consists of the block purchase of support hours monthly

Please contact us and we will provide you with a quotation for your cluster

## Bluemetrix Remote Administration Service

We have launched our Remote Administration Service which will focus on keeping your cluster performing fully, while you focus on developing applications and IP to grow your business. There are two aspects to the Service as follows:

### Pro-active engagement

- ✓ Daily monitoring and operation of cluster
- ✓ Monitor all events as they occur
- ✓ Fix issues as they occur, with client input where necessary
- ✓ Carry out preventative maintenance to optimize performance, security and operations
- ✓ Work to a detailed SLA

### Service desk

- ✓ React and solve client-side incidents and problems as they occur
- ✓ Carry out service and change requests
- ✓ Escalate to Hadoop Distributor
  - Discover bugs
  - Hot fix
  - Patch

## Why Bluemetrix?

**Experience:** We have been working with Hadoop since 2009 and have experience in all areas of the Stack – Architecture, Infrastructure, Security, Application Development, Deployment, Operations and Data Science

**Guaranteed Delivery:** We guarantee delivery on all Hadoop projects we undertake

**Innovation & Automation:** We are leaders in developing and deploying innovative solutions to deal with problems on the Hadoop Stack, with a focus on developing real-world automation solutions that removes the need for Hadoop expertise.

## Contact Us.

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