

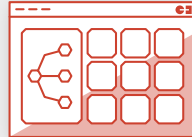
GEMINI CARE:

Let our experts meet all your operational needs. Empower your analysts to focus on business value, not platform operations.

Big data challenges don't stop with selecting a great platform. Over 85% of big data projects fail, according to Gartner Research. It takes deep systems and data expertise to design and deploy a robust, scalable architecture, and proactive, ongoing operational management to ensure service quality. Gemini Care addresses these challenges with a white-glove approach and take the risk out of operations.

Annual subscriptions and multiple tiers ensure a tailored solution that provides assistance exactly when you need it. Benefit from comprehensive environment monitoring and operational tasks such as performance tuning and configuration management. Consult with our experts for expansion planning, workload optimization and other strategic needs.

Gemini Care can be used with your on-prem deployment or in our cloud, with remote or on-site assistance.



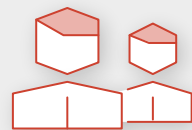
PLATFORM

- Environment Management
- Splunk Monitoring and Triage
- Availability & Performance
- Interactive Online Gemini Care Access



OPERATIONS

- Software upgrades
- Biweekly meetings
- Annual health checks and audits
- Workload monitoring and optimization



EXPERTISE

- Data Onboarding, Mapping, Quality
- Splunk searches, dashboards
- Expansion Planning
- Emergencies & Diagnostics
- Custom services with Gemini Expert

COST SAVINGS

Qualified, certified experts without the expensive consulting fees

QUALITY

Peace of mind with a seasoned team to guide your deployment

VALUE

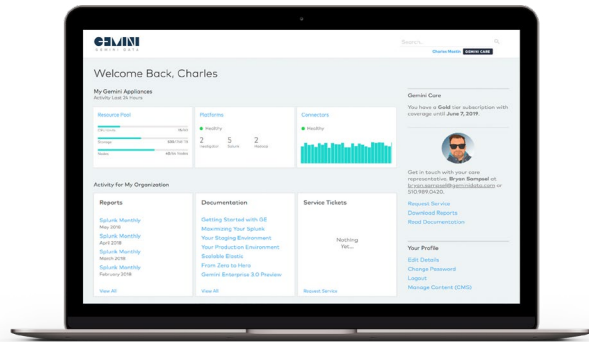
Reliable service delivery increases data value to users

UPTIME

Proactive monitoring and security expertise reduce outages

Interactive Online Support

Gemini Care online support provides easy access to everything you need to stay on top of your platform. Track your service requests and monthly reports online. Monitor various aspects of your system health and performance. Schedule service time easily and have a complete record of findings, reports and services activity. Additionally, Gemini Cloud customers can monitor cloud availability, uptime and security updates.



GEMINI CARE TIERED OFFERING			
	Starter	Standard	Professional
Size Limit Number of Nodes	1	3	9
Customer Portal Ticketing, Platform Dashboards, Incident Review, etc.	✓ (ticketing only)	✓	✓
Monthly Reports and Metrics	✓	✓	✓
Advanced Features and Apps Data Quality, Benchmarking, Diagnostics, etc.	✓	✓	✓
Platform Monitoring and Mgmt Monitoring, Alerts, Maintenance, Performance Tuning, Availability, Security, etc.	✓	✓	✓
Splunk Monitoring and Mgmt Splunk Related Monitoring, Alerts, Workload Tuning, etc.		✓	✓
Operational Task Support Cluster Management, Backup, Diagnostics, etc.		✓	✓
Expert Support Days Included Assistance for data on-boarding, dashboard creation, and other expert services.		2 Days Per Month	3 Days Per Month
Upgrade Assistance Gemini, Splunk, etc.		✓	✓



Remote or On-Site Support

Dedicated Gemini Care experts are on-hand to diagnose and resolve problems remotely, or can be available on-site if needed. Certified in Splunk and other big data platforms, they possess deep expertise forged by delivering hundreds of deployments. As a global company, our services transcend geographic boundaries. We can help wherever you are.