

## Upgrade with confidence to harness the power of your data

# SMARTUPGRADE

### Why choose Cloudera Professional Services?

- **Sizeable Pool of Technical Experts** - Cloudera's services team is composed of over three hundred technical experts adept at designing, architecting and implementing big data solutions, including comprehensive migration planning and execution.
- **Deep and Wide Knowledge Base** - Cloudera has amassed an unparalleled knowledge base and delivery practices to deliver projects faster and more cost effectively.
- **Experienced Delivering Over 1000 Big Data Projects** - Cloudera has delivered more than 1000 projects and brings to bear valuable experience to help lower project risk and achieve success.
- **Broad Range of Services** - Cloudera offers a broad range of services to help at every step of the journey, on all infrastructures, from on-premises to the cloud, and ranging from solution design, to implementation and production readiness
- **Driven By Customer Success** - Cloudera is driven and measured by our customers' success and will use every opportunity available to achieve their goals and objectives

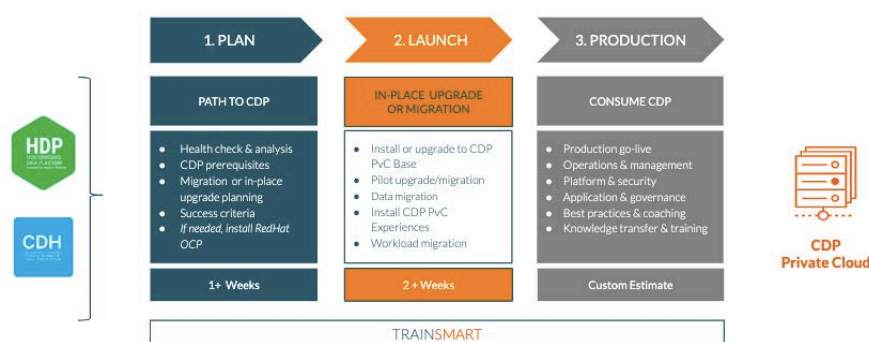
Cloudera's SmartUpgrade offering enables efficient platform upgrades to help customers move to CDP Private Cloud Base with minimal disruption to SLAs. Enterprise data platform upgrades and migrations have to be carefully planned, executed and supported to avoid business disruptions or SLA violations. Cloudera offers the necessary skills, expertise and processes to supplement customer teams while performing upgrades, resulting in reduced risk and downtime. Cloudera contributes the deep experience and best practices from professional services, training, support and engineering to ensure a successful upgrade.

### Launch on the Path to CDP

As you begin your journey to upgrade your analytics platform to Cloudera Data Platform, Cloudera Professional Services can help you minimize the risk and maximize your value with our proven methodology and automated tools for efficient upgrade and migration.

Our goal is to maximize the value of our customers' data by aligning their information architecture to specific use cases and ensuring the infrastructure meets the demands at every stage of the data lifecycle. SmartUpgrade ensures existing CDH and HDP deployments and their implemented workloads benefit from the latest versions by upgrading to CDP Private Cloud. A pilot upgrade of a non-production environment in preparation for a production upgrade typically takes about 2-3 weeks. Depending on the scope of your engagement, we can migrate a single cluster in as little as 3-6 weeks to a whole family of clusters in 6-14 weeks.

### SmartUpgrade Process



The outcome is a healthy operating baseline for all migrated clusters and workloads, updated cluster operations runbook and capacity plan as well as coaching and knowledge transfer between Cloudera and customer teams.

**TrainSmart**

Cloudera Educational Services provides the training your team needs to develop big data skills that will help your organization see faster time to value from Cloudera Data Platform. We offer courses to help platform administrators, data scientists, developers and analysts to deploy successful analytic workloads. Our classes are led by experts and offered in a variety of delivery models to help you find the right fit for your team. Training is offered as either instructor-led live courses or self-paced online.

For more information visit [Cloudera Educational Services](#).

**About Cloudera**

At Cloudera, we believe that data can make what is impossible today, possible tomorrow. We empower people to transform complex data into clear and actionable insights. Cloudera delivers an enterprise data cloud for any data, anywhere, from the Edge to AI. Powered by the relentless innovation of the open source community, Cloudera advances digital transformation for the world's largest enterprises.

Learn more at: [cloudera.com](#)

**Activate a Hybrid Strategy with SmartArchitecture**

As your organization begins the journey to CDP, Cloudera SmartArchitecture is a services offering that enables a strategic approach to modernizing your data analytics platform with the guidance of an experienced solutions architect. The engagement will review your current implementation, workloads, roadmap and success metrics to identify opportunities for optimization, improvement and adoption of CDP. This offering helps organizations develop their hybrid, multi-cloud strategy. This engagement includes a use case and architecture workshop and cloud strategy review to deliver a tailored Enterprise Data Cloud recommendations including a security reference architecture.

**Benefit from Our Experience**

Cloudera Solutions Architects draw on the industry's most significant knowledge base, built over the course of delivering more than 1000 big data projects. Cloudera's knowledge base consists of documented best practices and delivery tools aimed at reducing implementation time and costs to you. Cloudera has experience across all major industries with configuring your enterprise data hub to the specifications of your use case and optimizing it to avoid downstream issues and potential adverse impacts.

By leveraging best practices, accelerators and expertise acquired over years of experience working with customers, Cloudera ensures that upgrades are planned and executed effectively with lowest risk.

**Enable flexible, hybrid Enterprise Data Cloud with Cloudera Private Cloud Experiences**

If your organization is ready to take your analytics to the next level with CDP Private Cloud Experiences, our team can help you expand the upgrade to CDP Private Base. Once you've completed the prerequisites and installed RedHat OpenShift, our experts will install CDP Private Cloud Experiences and enable a pilot experience, either Cloudera Data Warehouse or Cloudera Machine Learning.

**Exploit the Full Potential of Your Enterprise Data Platform**

Our goal is to maximize the value of your data by aligning your information architecture to specific use cases and ensuring your infrastructure outperforms standards at every stage of the data lifecycle.

**Accelerate Time to Value for Your Big Data Solution**

Cloudera offers the most capable technical experts and widest real-world experience to help you plan, pilot and migrate your big data solution to production quickly, painlessly, and with peak performance. No one knows the big data ecosystem better than Cloudera Solution Architects or has more skills configuring, securing, benchmarking, and deploying large-scale enterprise data hubs. Cloudera platforms, configured according to our own best practices, stand up faster, with less risk, and at a lower total cost.