



# ⊕ Joyent™ Enterprise Node.js® Support

No matter where you are on your Node Journey, we have a support option for you.

Since 2012 we've been trusted to provide support, training, and advisory services to a long list of enterprise customers as they have added Node into their software and services strategy. . Over time, our services have grown and matured and our customer relationships have become partnerships adapted to each organization's unique needs.

Joyent's Node Enterprise Support offerings are designed to be agile extensions to your current development team and augment their Node expertise with the least amount of risk and highest level of predictability.

## What We Help With

### Production & Scale



Running Node in production and at scale poses many challenges not found in the development phase. We have extensive experience and can help with logging, monitoring, tracing, process management, CI/CD, and more.

### Debugging



Identifying and resolving issues in node applications can be tedious and time consuming. Joyent engineers will equip your team with debugging skills, perform core file analysis, and provide guided reviews of our findings. We will also assist in issue resolution and provide guidance on the best restoration and prediction techniques to use going forward.

### Development Practices



As the Node ecosystem has grown, so have the number of choices for developers as they build and run new services. Joyent will use every opportunity to transfer our deep knowledge in Node to your team in nuanced areas like error handling, callbacks, async, promises and managing dependencies.

### Architecture & Design



Application design and architecture can be difficult, especially when you're moving to a new paradigm or technology. Joyent can provide guidance designing and architecting applications using the latest cloud native technologies like microservices, API gateways, containers, container orchestration, and serverless computing.

### Security



Web applications are the most common target for hackers looking for insecure code to exploit and it can be challenging for developers to get and stay secure using open source tools and modules. Joyent can help you with encryption, vulnerability scanning modules, setting up authentication and authorization, and implementing secure API management.

### Performance



Troubleshooting hardware, software, networking, and application logic makes it difficult for teams to identify and remediate performance issues. With our experience using comprehensive debugging toolkits and postmortem file analysis, your team will be able to identify problems early in the cycle before they are business impacting.

## Our Value

For developers, we focus on helping you identify and fix issues while providing guidance on best practices used to prevent new issues in the future. Ideally, we enable developers to spend more time coding and less time debugging.

For the organization, we focus on reducing the impact issues have on the application, its users, and the business by helping the team speed up problem resolution, and accelerating the organization's Node maturity on a strong foundation to ensure long-term success.

## Why our customers trust us

Joyent's Node experience and credentials are unmatched in the industry. We're the founder and former corporate steward of the node.js project, a Platinum member of the Node Foundation, and a Founding member of the Cloud Native Computing Foundation. Joyent also has more than eight years experience building and running production open source public and private clouds with Node and we currently employ several very active Node.js Core contributors.

## Node.js Enterprise Support Bundles

### Silver

Production Support for Node Applications

### Gold

Production Support, Training, Security Advisory Services for Mission Critical Node Applications

### Platinum

Production Support, Training, Security and Development Advisory Services for Mission Critical Node Applications

	Silver	Gold	Platinum
<b>ACCESS</b>	8x5 Email, Ticketing 8h SLA on Sev 1 24h SLA on Sev 2+ 2 registered users	24x7 Email, Ticketing, Phone, Web Conf 1h SLA on Sev 1 4h SLA on Sev 2+ 3 registered users Named Joyent Support Contact Office Hours	24x7 Email, Ticketing, Phone, Web Conf., Messaging 30m SLA on Sev 1 2h SLA on Sev 2+ 5 registered users Named Joyent Support Contact Office Hours
<b>SUPPORT</b>	Break / Fix Debugging Assistance Core File Analysis Node Patch Delivery	Break / Fix Debugging Assistance Core File Analysis Node Patch Delivery	Break / Fix Debugging Assistance Core File Analysis Node Patch Delivery
<b>TRAINING</b>		8 Credits	16 Credits
<b>SECURITY</b>		Encryption Authentication & Authorization Recommended Modules & Tools	Encryption Authentication & Authorization Recommended Modules & Tools API Security Management Vulnerability Scanning
<b>DEVELOPMENT</b>			Code Review & Best Practices Design & Architectural Review Microservices, API Gateways, Containers, Orchestration, Serverless Operational Readiness Scaling Production Performance Tuning

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