Operational Review

Unlock the full power of the Heroku platform.

The CSA team leans on their deep familiarity with the Heroku platform to ensure you're fully realizing your Heroku investment and taking advantage of available platform features. A report illuminates areas where you can better streamline your Heroku deployment, such as a Heroku Postgres instance that's oversized, ways to incorporate low-friction monitoring, methods to reap concurrency gains, among other findings. At the end of this engagement, you should have a more complete understanding of how to operate a top-tier production app (without consuming licenses in lockstep) by using Heroku's advantages to their fullest potential.

What it can do for you.

The Operational Review highlights:

- areas where you can streamline your Heroku deployment
- Heroku tools and capabilities that can enhance your application
- aspects of your application that might be improperly configured

How it works.

A CSA will engage with your team to capture a holistic understanding of your Heroku deployment and identify areas that could enhance your operation of Heroku. With our customer stakeholders' key concerns in mind, the CSA will construct a detailed written report that examines your use of Heroku.

Key points contained in this written discussion (prepared by the CSA) often include: appropriate dyno and Heroku Postgres sizing, developer productivity improvements, gaps in monitoring, autoscaling compatibility, concurrency opportunities, resource utilization, and overall production

readiness. The document will include relevant data points, performance profiles, and screenshots that illustrate a broad image of your Heroku operational surface.

Once completed, the CSA will share the document with customer stakeholders. An Operational Review Pro Module is often a gateway to a wider dialogue between the CSA team and the customer, thereby guiding the use of Heroku towards long-term success.

Discovery: Customer Tasks

- Identify and engage your technical stakeholders
- Complete the pre-Module Questionnaire
- Confirm that your timeline and desired outcomes match the Pro Module deliverables
- Attend the kickoff meeting

Analysis: CSA Tasks

- A CSA reviews the questionnaire and inspects your Heroku footprint
- Findings are collated, analyzed, and explained in report format, with recommendations
- The final report is delivered and customers are invited to engage in a follow-up dialogue

Outcomes

- Customers receive a document outlining opportunities to enhance the overall production readiness and operational health of their Heroku apps
- If desired, a longer dialogue is opened with the CSA team in order to expand on the report's findings

Additional Information

Lead Time: 1-2 weeks
Customer Time Investment: 30-60 minutes

Goal

After an Operational Review Pro Module, customers will have a clear understanding of current operational shortcomings and methods to improve on these gaps. You can feel confident that the CSA team's recommendations are geared towards the long-term operational sustainability of your Heroku apps.

Intended User

If you're maintaining one or more production apps on Heroku, but feel like you're not fully realizing the full potential of your Heroku investment, or are looking for methods to enhance the production readiness of your apps, then this Pro Module is for you.

Prerequisites

To complete this engagement, the customer must have:

- a current Heroku Enterprise license with a Premier or Signature Success Plan
- a Heroku application that actively serves end-users
- a stakeholder ready and eager to receive feedback on how to improve their application(s)

Scheduling.

To schedule this Pro Module, please [open a ticket with the Customer Solutions Architects (CSA) Team](). A CSA will be in touch soon with an invitation to complete the pre-Module Questionnaire and begin the Pro Module.