



Customer Solutions Architecture
Heroku Enterprise: Pro Modules

Solution Proposal

Get an expert opinion about how to solve a specific problem on Heroku.

If you've hit a dead-end with your Heroku implementation and need help from an expert to find a viable way forward, the Customer Solutions Architect (CSA) team can help. CSAs leverage their Heroku application expertise to research and propose a solution designed to unblock your Heroku implementation. Our team will work with you to understand the problem you're experiencing, the desired end goal, and the constraints at play, and then produce a report outlining potential solutions.

What it can do for you.

- Get a stalled Heroku implementation back on track
- Provide creative solutions to Heroku-specific challenges
- Offer insight into solutions that have been tested and used by other Heroku customers

How it works.

A CSA will engage your team to understand the challenge you're experiencing with your Heroku implementation, along with the desired end goal and known constraints. The CSA will then research the problem and potential solutions and construct a written report outlining your solution options. The document will include relevant instructions and high-level guidance for implementing the solution or workaround.

Once completed, the CSA will share the document with customer stakeholders. You'll also be invited to ask questions and discuss the proposed solution(s) with our team.

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

Analysis: CSA Tasks

- A CSA reviews the questionnaire and schedules an intake call with your team
- Research is conducted and solution(s) are proposed in report format
- Final report is delivered and customers are invited to engage in a follow-up dialogue

Outcomes

- Your team reviews the proposed solution(s) and engages with CSA as needed to discuss
- We follow up, revising the solution if needed and answering implementation questions

Additional Information

Lead Time: 1-2 weeks

Customer Time Investment: 1-2 hours

Goal

After a Solution Proposal Pro Module, customers will have a clearer understanding of their options for getting unblocked on their Heroku implementation.

Intended User

If you've run into a roadblock with your Heroku implementation and are looking for a solution or a workaround to get you unstuck, 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 technology leader who is engaged and committed to the session and the outcome

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.