Reduce Operational Costs with a Managed Service

Who needs graphs?

- Graphs fit companies using data to better understand their customer, social, IoT, or supply chain & logistics operations
- Consumer-connected companies using data to drive retention & loyalty.
- Companies investing in customer behavior analysis and predictive analytics

Graph Databases Increase Data Usability

In *7 Facts about Data Quality*, Insight Squared noted that if Fortune 1000 companies improved the usability of their data by just 10%, the company could expect an increase of over $2B in revenue. Graph databases improve data usability by increasing the speed at which large volumes of new data can be added – all while keeping the processing time best-in-class. Graphs also decrease risk during data model updates and overall time-to-update. These traits make graph databases optimal for growth-focused applications.

However, management of scalable, secure, enterprise systems requires expertise to implement, optimize, and maintain.

DIY vs. Graph Story's Managed Service

We have found that companies which opt for a do-it-yourself approach for setting up their graph database can expect 2 to 3 months for a production-ready implementation. The **knowledge acquisition, security planning, project management, automation, feature development, testing, business continuity planning, and disaster recovery** requires a significant amount of time & effort to make sure the database is ready for production use.

A DIY approach will also require on-going support of – at best – 25% of one full-time employee. In the best cases, the DIY payback period will be up to 5 years.

With Graph Story's managed service, your production-ready database is **available within minutes**, which also dramatically lowers the overall payback period for your project.

DIY Gotchas

With a DIY approach, it is also difficult to factor in variable costs such as **personnel turnover, standard maintenance and 24/7 outage recovery**, and non-standard or **emergency infrastructure changes**, such as security patches.

Services Summary

- Responsive 24/7 support with 5-minute median response time
- Enterprise security with encryption in-transit and at-rest
- Multi-cloud environments to reduce vendor lock-in
- System insights and health with continuous monitoring and maintenance

Using Graph Story's Managed Service

Graph Story handles the setup, operations and maintenance of your database, so you can focus on application and business needs – not managing another database. We also provide support for development to improve app performance and delivery.

We provide a cloud-based, graph data management solution – secure, scalable systems, fast support and graph data experts – that makes it quick and easy to get up & running with graph databases.

Responsive Customer Support & Service

We work with you to make the best decisions to support your applications and your business. Graph Story has technical experts and advanced tools to monitor and help optimize your databases for best performance. Our 24/7 support helps ensure your systems are available and *our 5-minute median response time* allows you to get help fast when you need it.
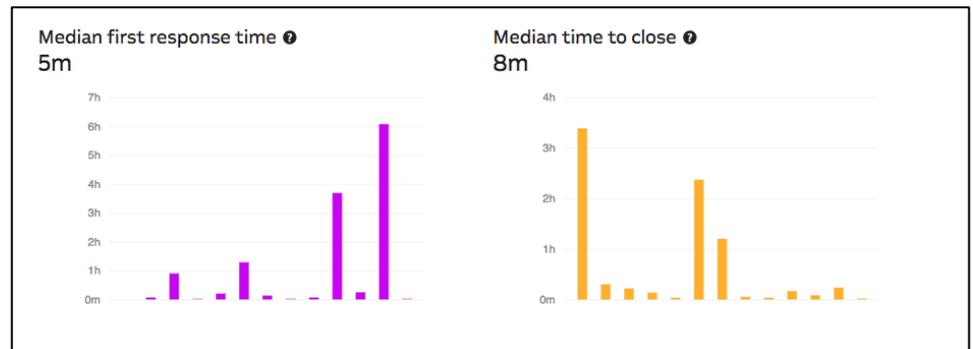
Our standard Enterprise SLA response time is as follows:

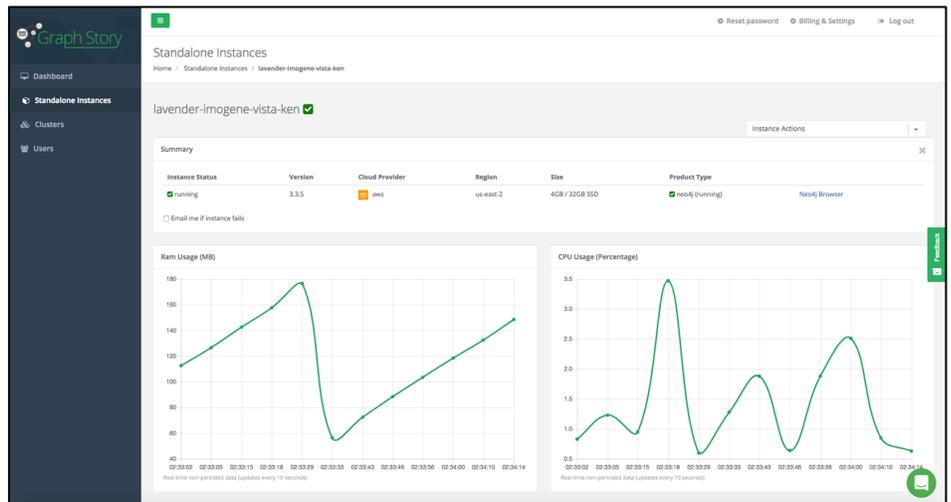| Level	Response	Description
Level 1 – Critical Business Impact	15 minutes	Production Services are unavailable, unreachable or otherwise cannot be accessed.
Level 2 – Normal Business Impact	12 hours	Non-production related services are unavailable, unreachable or otherwise cannot be accessed.
Level 3 – Minimal Business Impact	24 hours	General inquiries not related to Services availability or other non-impacting issue regarding system operations.

Enterprise Security with Multi-Cloud Support

With the shift to the cloud, organizations have realized that a multi-cloud approach across the enterprise can lower risk of down-time, lock-in as well as take advantages of broader cloud capabilities. Graph Story offers deployments and support across the major cloud providers with toolsets tailored for each.

Our plans include standard authorization and access controls, 128 SSL for encryption in-transit and regular patch management. We also offer data encryption at-rest, customized security auditing and logging for Enterprise accounts.

Graph Insights, System Health & Monitoring

Systems can suffer from slower response times as they grow – frustrating users and diminishing productivity. Graph Story has technical experts and advanced tools that can monitor and help optimize your databases for optimal performance.

In addition, we work with you to setup and configure your system to better manage capacity for memory utilization, storage size and compute power as well as offer smart recovery for availability, which allows your applications to reliably handle variable workloads.

Graph Story

services@graphstory.com
or +1 (844) GRAPH DB

Graph Use Cases

Asset Management & Analysis in IoT and Supply Chain

For market leaders, digital asset management is more than simply monitoring or analyzing networked devices. The level of effort and potential risk in changing data models or infrastructure while collecting "world-sized" data in real-time is enormously complex. To maximize revenue & minimize costs, leaders in IoT and Supply Chain are turning to graph databases, which can rapidly add data capacity and provide change-resiliency without compromising performance or risking significant downtime.

Recommendation Engines

From showing best product pairing to sharing the right content at the right time, graph-based recommendation engines deliver relevant, lightning-fast matches, improve customer loyalty and increase the average purchase amount.

Segmentation & Personalization

Graph systems excel at joining together complex, connected and varied data that reveal unique segments and provide your customers unparalleled personalization and choice.

Enhanced Search Engines

Graph-based search systems go far beyond standard word or phrase matching to deliver more precise, intelligent results based on connected content, customer interaction and rich metadata, such as location, time and events.

Risk & Impact Analysis

Intelligent risk analysis requires adapting to ever-changing, exponentially growing, unconnected data. While legacy systems were created to store & analyze well-defined data, graph databases can easily connect large, complex, and varied data to predict potential threats.

Resource & Capacity Planning

As with risk analysis, resource & capacity planning requires a multi-dimensional approach using billions of data points. Graph-based systems can easily incorporate rich metadata, such as location, time, weather and connected events, to better forecast real-world scenarios.