

Onboarding for Platform.sh

Simple but comprehensive training
for the new user

Projects > Supply Nation

PROJECT Supply Nation ENVIRONMENT Select environment Go Live

OVERVIEW SERVICES SETTINGS

May 13th - 15th, 2017

Sonora Retreats

9 Events

5GB Storage

Canada CN Region

Standard Upgrade Plan

235jldfsd Project ID

Services

Environments

- Master
 - Campaign dashboard
 - UI Updates
 - Bug fixes
 - Testing
 - Consolidated cart
 - QA Tests
 - Updates bug fixes
 - Data pipeline
 - QA Tests
 - Feb bug fixes
 - Extract microservices
 - QA Tests
 - Security fix
 - Updates bug fixes
 - Security hotfix

platform.sh

By doing away with traditional managed hosting, Platform.sh can vastly improve your workflow and process, revitalizing your organization.

We'll begin putting these workflow and process improvements into practice during our onboarding process. This guide will walk you through the steps of that process.

Phase workflow

We've designed our onboarding process to be comprehensive but intuitive. Here's a quick overview:

Phase 1: 2 weeks

Training and orientation

Contract signing

Phase 2: Up to a few Months

Project development and migration

Onboarding meetings every 2 weeks

Phase 3: 3-4 Weeks

Provisioning and go-live

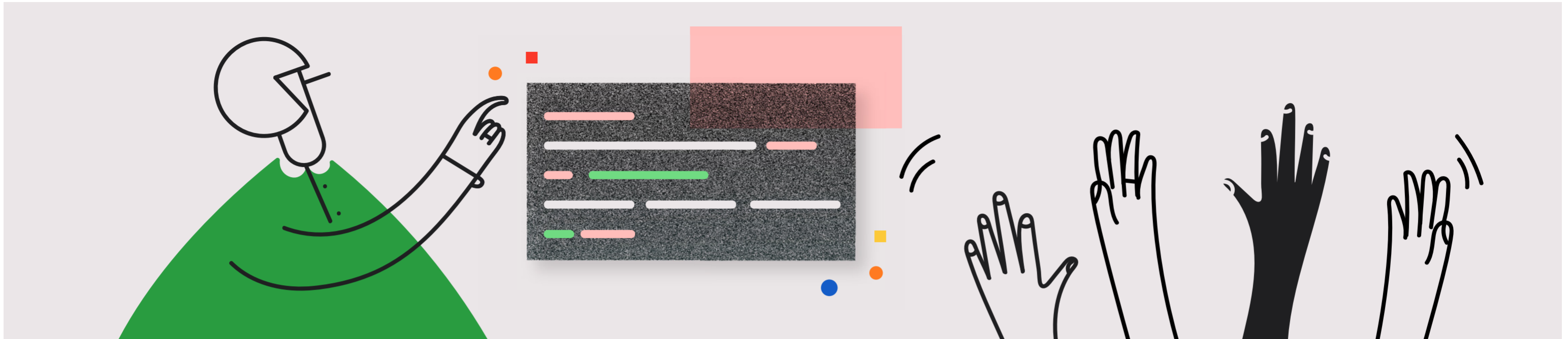
Configure CDN

User acceptance training

DNS cutover

Phase 4: 30 Min.

Go-live debriefing



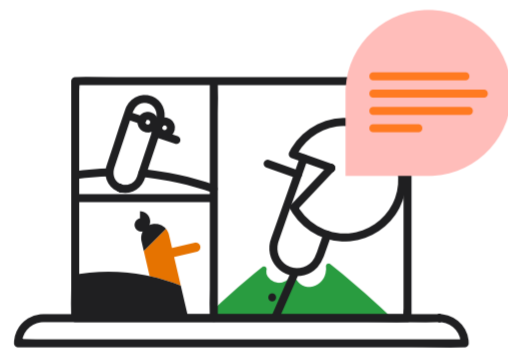
Training and orientation

Phase

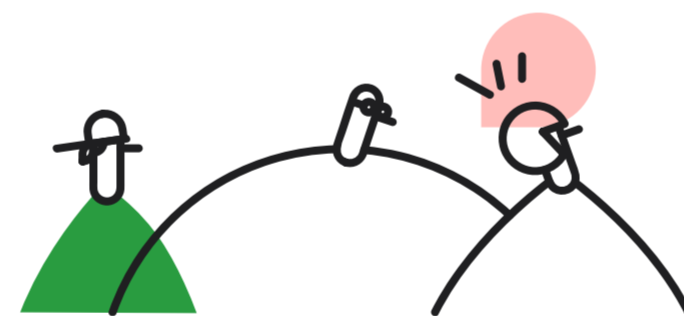
1

Our two-week training and orientation program begins at contract signing.

The program consists of:



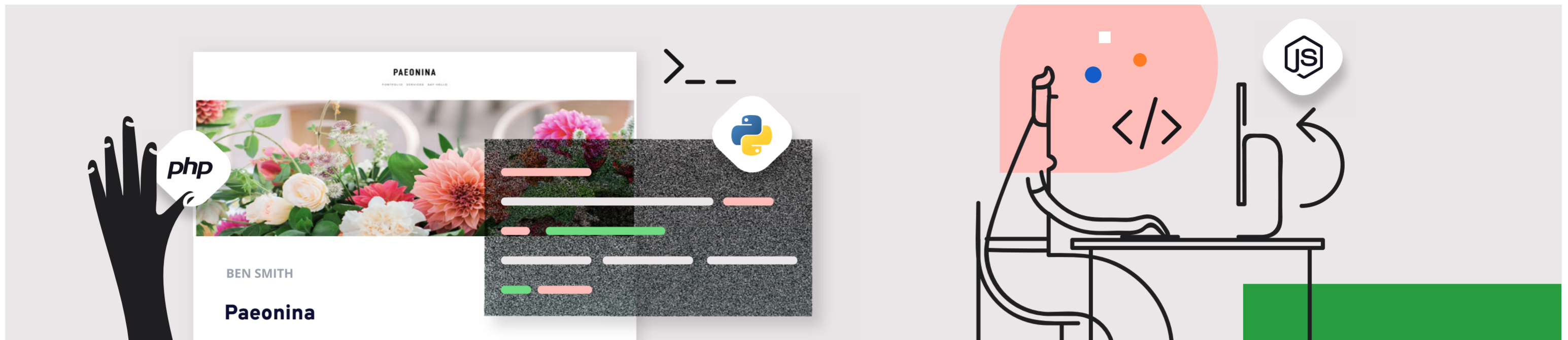
A brief welcome meeting to introduce our training materials, onboarding processes, and onboarding team.



A one-hour introductory session for your entire client development team (and mandatory for your client technical lead).



Four additional meetings to provide the necessary training as well as assistance with setup.



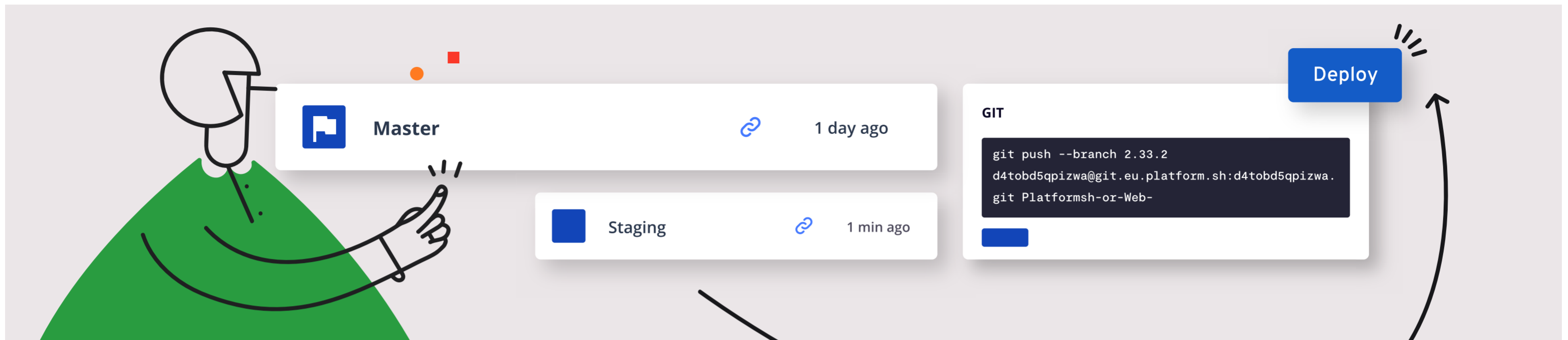
Phase

2

Project development and migration

The development and migration phase can last from a few days to several months depending on the project. The onboarding team will meet with you every two weeks to provide assistance and answer questions.

Although the Platform.sh onboarding team does not migrate your applications, we use this period to provide more in-depth training and to further define your workflows and processes. **It is crucial that you allocate sufficient development staff time for this phase of the onboarding.**



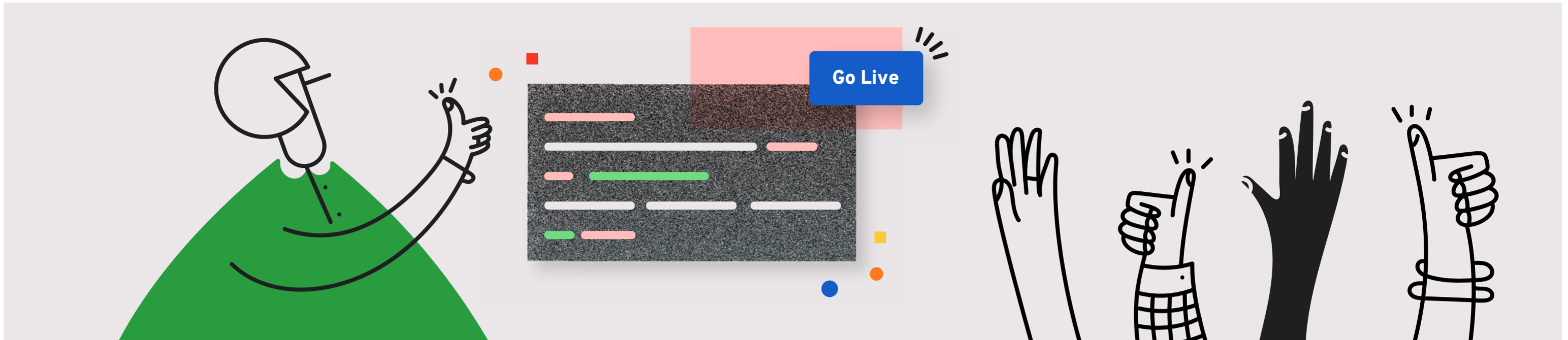
Provisioning and go-live

Phase

3

The provisioning and go-live phase begins approximately 45 days prior to the DNS cutover to Platform.sh. During this phase, the onboarding team will collaborate with you first to provision and configure the staging and production environments for your applications and then to provision and configure CDN services. After CDN is configured, you will begin user acceptance testing.

Go-live consists of the final migration of data and content and the cutting over to DNS. After the DNS cutover, you will activate uptime monitoring and high SLA alerts. During this process, the onboarding team will work with you to coordinate the scheduling for each step.



Go-live debriefing

Phase

4

Approximately two-to-four weeks after go-live, you will meet with your Platform.sh customer success manager for a 30-minute review of the onboarding process to ask any remaining questions and to resolve any lingering issues.

For more details on our onboarding process, contact your customer success manager.

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