

ES 部份

一、服务内容介绍

巡检服务:

巡查集群健康状态是否正常; 集群资源使用量是否正常; 索引是否分布均匀; 索引状态是否正常, 索引大小及分片数量设置是否合理;

故障排查:

提供远程技术支持, 协助客户排查故障原因及出具对应的解决方案。

安装部署:

根据客户需求完成前期调研, 协助客户规划集群架构及资源配置。提供实施部署方案, 完成 Elasticsearch 集群部署。

性能优化:

根据集群实际使用情况及运行情况, 对集群进行针对性的读取优化和写入优化, 从而提升集群的性能。

迁移上云:

私有数据、数据模型、语句等数据从原有的私有 Elasticsearch 集群中迁移到阿里云平台上的 Elasticsearch 集群当中。

安全配置:

为集群设置账号密码, 并通过用户及角色的不同来实现用户对文档及字段级别的安全控制; 使用 SIME 来实现 Elasticsearch 的安全防御。

升级服务:

调研客户环境, 出具集群升级方案, 协助客户完成集群的升级工作。

高可用/灾备:

通过部署多套 Elasticsearch 集群, 并使用 Elasticsearch 的跨集群复制功能实现高可用/灾备功能, 帮助企业保证数据安全。

集成服务:

Elasticsearch 集群迁移到阿里云后, 协助客户对接线下私有部署的和 Elasticsearch 相关的组件和阿里云中和 Elasticsearch 集群相关的组件。

➤ 培训:

针对 Elastic 技术运用实践提供: Elasticsearch 环境搭建、Elasticsearch 数据建模、Elasticsearch 数据查询、集群管理、项目实战及 ECE 认证等课程培训。

二、售后支持

集群日常运维及监控

业务应用监控

集群日常故障处理

集群定期巡检、集群扩容升级

实时告警监控管理

数据备份与可用性排查

集群故障诊断排查、故障处理及恢复

配合客户完成系统安全漏洞及集群隐患的扫描、排查及整改

负责及时向用户和公司提供系统及集群的运行情况，并按周、月、季、年向公司及用户提交工作进度总结和计划

负责整理和提交运维服务过程相关资料、报告和配套文档等

三、企业产品资质（厂商授权、认证、荣誉、执照）

1、New Mind 技术支持人员资质

Elastic Certified Engineer

Issued to Yu Tang

Expires Sun, 06 Sep 2020 12:29:29 +0000



An Elastic Certified Engineer possesses the skills and is able to perform the tasks necessary to build a complete Elasticsearch solution, including the ability to install, configure, and manage Elasticsearch clusters, index data into these clusters, and query and analyze the indexed data. To obtain this certification, the candidate completed a series of challenging, real-world, hands-on tasks within three hours performed on a collection of Elasticsearch clusters. For a complete list of the exam objectives, visit <https://training.elastic.co/exam/elasticsearch-certified-engineer>

Elastic Certified Engineer

Issued to Gearyng Chen
Expires Tue, 02 Nov 2021 19:07:51 +0000



An Elastic Certified Engineer possesses the skills and is able to perform the tasks necessary to build a complete Elasticsearch solution, including the ability to install, configure, and manage Elasticsearch clusters, index data into those clusters, and query and analyze the indexed data. To obtain this certification, the candidate completed a series of challenging, real-world, hands-on tasks within three hours performed on a collection of Elasticsearch clusters. For a complete list of the exam objectives, visit <https://training.elastic.co/exams/elasticsearch-certified-engineer>.

ELASTIC CERTIFIED PROFESSIONAL

ELASTIC RECOGNIZES

Zhili Gao

FOR THE SUCCESSFUL COMPLETION OF THE
Elastic Certified Engineer
EXAM

AWARDED ON
November 4, 2020



25055892

EXP
November 4, 2022



RICH RAPOSA
SENIOR MANAGER OF
CERTIFICATION

SHAY BANON
CEO



ELASTIC CERTIFIED PROFESSIONAL

ELASTIC RECOGNIZES

HAO XU

FOR THE SUCCESSFUL COMPLETION OF THE

Elastic Certified Engineer

EXAM

AWARDED ON

March 7, 2021



29626423

EXP

March 7, 2023



RICH RAPOSA
SENIOR MANAGER OF
CERTIFICATION

SHAY BANON
CEO



2、New Mind Elastic 合作伙伴认证



Newmind Technology (Beijing) Co., Ltd.

新智锦绣科技（北京）有限公司

is confirmed as an official Elastic verified & advanced reseller with the following specifications:

EMERGING RESELLER

新锐合作伙伴

FY23 (2022/05/01 - 2023/04/30)

Country Manager, China

3、营业执照



国家企业信用信息公示系统网址: <http://www.gsxt.gov.cn>

市场主体应当于每年1月1日至6月30日通过国家企业信用信息公示系统报送公示年度报告。

国家市场监督管理总局监制

四、客户案例





五、服务价格

服务价格明细			
等级	单价 (元)	计价时长	备注
高级	3000	4 小时	服务每个时长按 4 小时计算，最低下单量为 1 个时长
专家	5500		