HelixCore

PERFORCE

Helix Remote Administration

Focus on your dev work – with the experts who built Helix Core and Swarm focused on your Helix Core admin

> "The key to success is surrounding yourself with experts and letting them do what they do best. The HRA team allows our devs to do their thing while ensuring our server never goes down or hits a performance snag. After they set everything up, I didn't have to think about it anymore since I knew the best people were taking care of it. And thus far, it's been the perfect solution."
>
> Matthew Mazza, Chief Technology Officer, UP360

Helix Remote Administration (HRA) helps your team focus on development and creative output by offloading the initial deployment and ongoing administration of Helix Core to our experts at Perforce.

HRA saves you valuable time through expert setup, management, and ongoing maintenance of Helix Core and Swarm in your cloud environment. Simply select your preferred cloud hosting provider, and our team administers Helix Core for you remotely. We're there for you behind the scenes as an extension of your staff, ready to manage your Helix Core environment for ongoing, optimal performance.

Key Benefits:

- Ensures successful deployment of Helix Core and Helix Swarm according to best practices, security principles, and standards.

- Optimizes your environment to ensure you can take advantage of the full power of Helix Core to version and collaborate on all digital assets at scale.

- Provides a built-in insurance policy against downtime and peace of mind for you, knowing the experts who built Helix Core have your back for key administration tasks – which includes performing upgrades, installing patches, monitoring daily checkpoints and backups, and monitoring systems availability and system resources such as disk space.

- Delivers an optimal administration solution if you don't have the bandwidth or resources to dedicate a full-time admin to Helix Core.

How Does It Work?

1. We hold a scoping conversation with you to understand the specifics of your environment.

   After scoping, we deploy Helix Core and Swarm for you according to best practices in your preferred cloud environment.

   For teams already using Helix Core, we standardize your existing cloud environment for HRA or migrate partial or fully on-premises environments to the cloud for remote administration.

   - HRA is specially designed to support Helix Core/Swarm environments that are 100% in the cloud (not a SaaS offering). You work with your preferred cloud hosting provider separately for cloud hosting costs.

2. We optimize Helix Core capabilities for you to enable and simplify remote administration.

3. We take care of all the core tasks focused on server upkeep and maintenance, as well as performing key duties typically done by an administrator on your staff such as:

   - Performing upgrades to new, major versions as often as they become available, which typically includes a review of release notes for potential customer impact.
   - Installing patches to applications and operating systems as they become available and as needed for security.
   - Monitoring daily checkpoints and backups, addressing issues if needed.

- Managing topology expansion, such as adding new replicas and edge servers to support your distributed workforce[1].
- Monitoring license and certificate expiration and various automated daily operations.
- Monitoring systems availability and system resources such as disk space.
- Providing analysis of user-reported performance or resource issues.

Get Started With HRA

Ready to offload your admin tasks so you can focus on the more important tasks?

Contact us to discuss bringing a dedicated HRA team to your cloud environment today.

www.perforce.com/contact-us

[1]Additional fees may apply to topology expansion beyond a commit server, standby server, and Swarm server as well as for configuring integrations with other systems. Contact us for details.

About Perforce

Perforce powers innovation at unrivaled scale. With a portfolio of scalable DevOps solutions, we help modern enterprises overcome complex product development challenges by improving productivity, visibility, and security throughout the product lifecycle. Our portfolio includes solutions for Agile planning & ALM, API management, automated mobile & web testing, embeddable analytics, open source support, repository management, static code analysis, version control, IP lifecycle management, and more. With over 20,000 customers, Perforce is trusted by the world's leading brands to drive their business critical technology development. For more information, visit www.perforce.com.