

Data Infrastructure Support and Maintenance

We provide support and maintenance of products such as RStudio Team in either your own managed environment, or another cloud provider. This is especially useful for data science teams looking to perform reproducible research. This provides the support and maintenance required for secure development environments, managed access to R and Python packages, and the ability to share reports, APIs, models, and dashboards.

We provide infrastructure deployment and maintenance, with additional consultancy support where required, across government, academic and commercial sectors, and across all cloud providers. As experts in the software that internal IT departments frequently struggle to support, we offer the service that data science teams require whilst reducing the load on internal IT functions.

Being data scientists ourselves, we understand what users need. This service builds upon the infrastructure and knowledge we use daily within Jumping Rivers and our strong industry heritage.

Our support agreement covers all of your requirements for support your data science teams and environments, including taking responsibility for on-going updates, maintenance of RStudio and other data science services; providing end-user-support for usage queries and service issues; collaborating with your internal IT to deploy our maintenance process; managing licensing and renewal procedures.

We provide visibility of work through a shared online handbook, which includes active licenses and support agreement, key contact details for both parties, monthly reports of managed infrastructure, quarterly update records and future schedules, and additional usage guides.

Features

- Support for in-house hosting or any cloud provider
- Retain full control and access over the infrastructure
- Keep all services up to date with latest features
- Tried and tested before deployment
- Regular maintenance schedules and monitoring
- Automatic security patches and drift testing
- License and SSL monitoring and renewal
- Incident support and dedicated support contact
- Management of environments for R, Python, Jupyter Lab, VS Code
- Access to consultants and data scientists working in the industry

Benefits

- Allows data scientists to focus on value-add activities
- Data scientists can access up-to-date software with the latest features
- Assurance that data science environments are up-to-date and secure
- Reduces burden on internal IT support
- Meet your internal maintenance requirements and policies
- Service designed to follow on from any Jumping Rivers infrastructure deployment