

Resident Solution Architect

Professional Services Program



The Team



Resident Architect



Resident PM



Resident Engineer

With a Resident Solution Architect program, you will collaborate with a skilled and trusted team of HashiCorp staff lead by the Resident Solution Architect, (“RSA”). The Resident acts as an ongoing consultant, weekly, to support adoption of tooling. If applicable, with use of Service Credits, a Services Project Manager (PM), and an Implementation Services Engineer (ISE) join to help accelerate your adoption of HashiCorp’s solutions with project deliverables with consumption of the credit plan.

Methodology

HashiCorp’s Resident Solution Architect program will initially onboard the RSA into your organization to understand and discover how to apply the program consultations and project workstreams over the term of engagement. The RSA will work continuously with the customer to refine the delivery roadmap based on goals and objectives of the customer.

If a HashiCorp Services Credit Plan* (HSC) is included with the residency, a set of resources (PM, and ISE) will join periodically to run sprint-based projects, at the direction of the RSA, with customer teams, to establish lasting HashiCorp adoption and maturation using HashiCorp’s Residency Methodology of design and delivery built upon a foundation of architectural and implementation expertise.

RSA Consultative Track

Track Options: 3 month Essentials, 6 month Standard, 9 month Plus, 12 month Premium

- Technical guidance related to implementation and adoption of HashiCorp software to customer teams
- Assist with customer environment specific documentation, architecture or workflow diagrams and Hashicorp product specific examples
- Identity solution patterns, gaps, limits, and adoption barriers and drive feedback to both customer and internal teams
- Foster a Center of Excellence, cultivating a Train-the-Trainer model to build localized institutional knowledge and domain expertise
- Serve as a domain expert with access to HashiCorp’s internal expertise and technical leadership
- Engage with customer personnel to schedule and scope HashiCorp project work that involves Implementation Services Engineer

	Week 1**		Week 2		Future Weeks
Credit Plan Consumption	Technical planning Days 1-2	Workstream begins Days 3-5	Workstream cont. Day 5-9	Project Close Day 10	

Deliverables

Using a HSC Plan, at the completion of a workstream, a Project Delivery Document detailing the customer specific installation, configuration, and adoption of the product will be provided. The HashiCorp journey continues with our Customer Support team.

Upon completion of the Resident Solution Architect Program, the Customer team is expected to have gained the knowledge and skills required to continue maintaining the solution architectures and implementations established during the program term.

Project Governance

The RSA program will run according to the terms and conditions set forth in the appropriate statements of work; HSCs will expire if not consumed on a reasonable schedule.

In addition, all prerequisites determined by the RSA consults, must be completed prior to any delivery of work via HSC.

*HSC are recommended service credit plans to use toward pre-packaged offerings from HashiCorp Professional Services.
**Up to two (2) weeks between sprints can be accommodated as needed.