RStudio Product Support
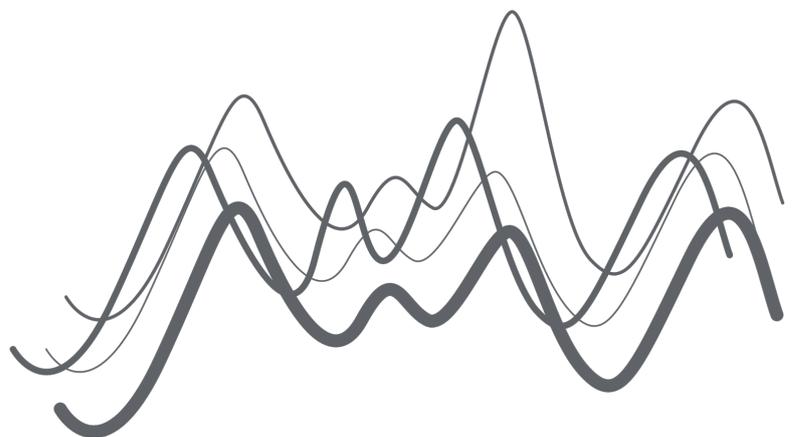
What we do

Do you struggle making time for system upgrades? Are you behind in your current maintenance cycle? Our team of experts are here to help: with their infrastructure support and maintenance packages taking away the pain of managing your data science platform, leaving you free to spend more time on the projects you really care about.

We offer a range of packages that cover configuration, security and monitoring of your RStudio infrastructure. We also take over upgrading your RStudio products and the machine which they live on, making sure things run smoothly and securely now, and for the future. Upgrades will be coordinated and performed in a regular, systematic manner, giving you confidence and peace of mind in the security and reliability of your systems.

As part of our service, you'll also get to use our fantastic optimisations that we can tailor to you. Closer integration with Git repositories and zero downtime kernel patching can optimise you workflow.

	Core	Professional	Enterprise
Configure	Tried & tested infrastructure configuration	✔ included	✔ included
	On-premise, existing cloud, or Jumping Rivers hosted	✔ included	✔ included
	—	Integration with existing auth mechanisms and identity providers	✔ included
	—	—	Custom integration with source code repos for automated package deployment (GitHub / Gitlab / Bitbucket)
	—	—	Custom login page for RStudio Connect
	—	—	Infrastructure configuration code provided for ISO 27001/ITIL compliance
Verify	New versions are verified for suitability prior to upgrade	✔ included	✔ included
	—	Monthly configuration drift testing	✔ included
	—	—	Deploy packages in development to staging package repositories
Protect	Automated security patching	✔ included	✔ included
	Authentication for package repositories	✔ included	✔ included
	Automated security patching and package upgrades	✔ included	✔ included
	—	—	Zero downtime kernel patching and security updates (OS dependent)
Monitor	RStudio license and user monitoring	✔ included	✔ included
	—	24/7 uptime monitoring and alerting	✔ included
	—	SSL as standard, with automated SSL checking	✔ included
	—	—	Metric monitoring and reporting
	—	—	Regular configuration compliance scanning and reporting
Remediate	Incident support time: up to 0.5 days/month	✔ up to 1 day/month	✔ up to 2 days/month
	Incidents response within two business days	✔ within 1 business days	✔ within 0.5 business days
	Quarterly maintenance: up to 1.5 days/quarter	✔ included	✔ included
	—	General support queries within two business days	✔ included

Description of Key Features

Configure

Tried and tested infrastructure configuration

We utilise industry standard infrastructure provisioning and configuration management tools in order to provide the greatest level of consistency and reliability in our systems. We regularly test our infrastructure code to preclude production system errors.

On-premise, existing cloud, or JR hosted

We can provide managed service of RStudio products on any resources available—in your data-centre, in your cloud environment or hosted by Jumping Rivers.

Integration with existing authentication mechanism and identity providers

We provide configuration and integration with existing Identity providers, such as LDAP, AD, SAML, and OKTA.

Custom integration with source code repositories

Jumping rivers can provide custom integrations with external source code repositories to facilitate automated package deployments. This allows for a full end-to-end automation of the package development process, with commits to the package source triggering a build and deployment to the package repository. Auto deployment of R and Python packages is currently supported on RStudio Package Manager, as well as others when using Gitlab as a package source.

Infrastructure configuration code provided for ITIL compliance

As we define infrastructure resources and system configurations entirely in source code, this source can be provided as a definition and evidence of the state of the infrastructure, satisfying requirements arising from ITIL or ISO27001 compliance.

Verify

Deploy packages in development to staging package repositories

We can provide the functionality to deploy to multiple staging environments for R or Python packages in development, rather than being restricted to the production package repository. This allows users to test their packages using their usual Rstudio workflow, integration with RStudio Package Manager.

Protect

Zero downtime kernel patching

Leveraging Canonical Livepatch, we are able to ensure continuous patch management, applying critical security updates and kernel patches live, without downtime to production services. This provides greater assurance of system security and availability.

Monitor

24/7 uptime monitoring and alerting

We provide 24/7 realtime uptime monitoring in order to be notified immediately of any system failure or service interruption. This allows us to be proactive in remediating issues affecting production environments and services.

SSL as standard, with automated SSL checking

We provide SSL certificates by default, including regularly checking certificate validity.

Metric monitoring and reporting

We monitor system metrics as standard, regularly checking resource availability and commitment, checking that the infrastructure is not under too much load from services. This allows for advanced warning of issues that are likely to occur due to insufficient system resources, contributing to increased availability of services.

Regular configuration compliance scanning and reporting / monthly configuration drift testing to ensure compliance with infrastructure definition.

Jumping Rivers runs regular configuration compliance scans in order to ensure that the current state of the infrastructure complies with the infrastructure definition. This provides greater assurance of consistency between environments, as well as protecting against manual changes to infrastructure resources.

Contact us

Want to get in touch with us? Have any follow-up questions? See what other things we offer? Choose your medium:

- Email: info@jumpingrivers.com
- Twitter: https://twitter.com/jumping_uk
- LinkedIn: https://linkedin.com/company/jumping-rivers-ltd/
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