



Customer Solutions Architecture  
Heroku Enterprise: Pro Modules

# Onboarding & Implementation Strategy

## Clear obstacles for faster, better development.

Leverage the knowledge of the Heroku Customer Solutions Architects (CSA) team while designing your Heroku Enterprise implementation strategy. We will help you develop a plan that uncovers potential obstacles, minimizes downtime, and sets you up to achieve your long term vision on Heroku.

## What it can do for you.

- Identify potential risks in your implementation
- Limit surprises during development
- Share best practices and architectural guidance tailored to your goals
- Illuminate the steps on the path to production launch

## How it works.

Customer Solutions Architects will join your team in a one-hour call to discuss your goals and implementation plans. A CSA will follow up with a report tailored to your needs covering important considerations, available resources, and recommendations for planning and testing.

### Discovery: Customer Tasks

- Identify and engage your technical stakeholders
- Complete the pre-Module Questionnaire
- Confirm that your timeline and desired outcomes match the Pro Module deliverables
- Prepare to discuss your implementation plan with CSAs during a call

### Analysis: CSA Tasks

- Review your questionnaire and schedule the one-hour kickoff call
- Determine success metrics for your implementation and follow-up cadence
- Review implementation plan and goals and deliver implementation strategy report

## Outcomes

- CSA Team delivers a report outlining a recommended implementation strategy
- Your team reviews the report and uses the insights to plan your implementation
- We follow up on implementation progress at the desired cadence

## Additional Information

Lead Time: 1-2 weeks

Customer Time Investment: 2-4 hours

### Goal

Plan your Heroku Enterprise implementation strategy before you begin implementation in order to clear unforeseen roadblocks before they arise. Deploy your application into production sooner with fewer problems and less downtime.

### Intended User

If you're just getting started with Heroku Enterprise, and especially if you're planning to use Private Spaces or Heroku Connect, this Pro Module is for you.

### Prerequisites

To complete this engagement, the customer must have:

- a current Heroku Enterprise license with a Premier or Signature Success Plan
- a technology leader who is engaged and committed to the session and the outcome

## Scheduling

To schedule this Pro Module, please [open a ticket with the Customer Solutions Architects \(CSA\) Team](#). A CSA will be in touch soon with an invitation to complete the pre-Module Questionnaire and begin the Pro Module.