



Customer Solutions Architecture
Heroku Enterprise: Pro Modules

Heroku Postgres Assessment

Understand analysis and advice for Heroku Postgres.

The Customer Solutions Architecture (CSA) team applies their database expertise to analyze your Postgres usage, performance, and key metrics. In this Pro Module, the CSA team researches and compiles an in-depth report on monitoring, scalability, slow queries, and other Heroku Postgres details. You will be provided with Heroku Postgres best practices, along with detailed answers to your specific Postgres questions.

What it can do for you.

- Provide details on important Heroku Postgres metrics and monitoring best practices
- Analysis of slow or problematic queries, either those provided by your team or those we find during our analysis
- Offer advice on future scaling and architecture plans for your dataset

How it works.

After the pre-Module Questionnaire has been completed by the customer, a CSA will work with your team to identify any further questions or issues that need to be addressed. A kick-off meeting will then be scheduled in order to fluidly discuss your Postgres concerns.

The CSA team will then begin an in-depth analysis of your Heroku Postgres database, looking into the questions and problems presented by your team. The CSA will follow-up with a report tailored to your questions as well as specific details and items of note found by the investigation. The report will contain screenshots, SQL analysis, performance details, as well as other relevant topics. Once complete, the DSA will share the final document with all stakeholders. Your team will be invited to ask questions and discuss the report during a follow-up call.

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
- Attend the kickoff meeting

Analysis: CSA Tasks

- Review your questionnaire and analyze the current state of the Heroku Postgres database(s)
- Investigate specific SQL queries or issues raised by your team
- The final report is delivered and customers are invited to engage in a follow-up dialogue

Outcomes

- Customers receive a document detailing the recommended actions, fixes, and best practices to implement
- The specific performance issues or questions raised will have detailed follow-up actions

Additional Information

Lead Time: 1-2 weeks

Customer Time Investment: 1-2 hours

Goal

Upon completion of this Heroku Postgres Assessment Pro Module, customers will have a better understanding of their Heroku Postgres usage, including problematic queries, monitoring and alerting best practices, and advice on long-term architecture and planning as the dataset grows.

Intended User

If you're a customer with a busy or growing Heroku Postgres dataset, this Pro Module will be helpful to you.

Prerequisites

To complete this engagement, the customer must have:

- a current Heroku Enterprise license with a Premier or Signature Success Plan
- a Heroku application with at least one production-level Heroku Postgres add-on
- a technical stakeholder 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.