



Customer Solutions Architecture
Heroku Enterprise: Pro Modules

Technical Discovery

Uncover relevant use cases for your existing Heroku investment.

Heroku accommodates a myriad of use cases to solve your unique business problems. If you're interested in leveraging your Heroku investment, but it feels like you're looking at a blank canvas without inspiration, then the Heroku Customer Solutions Architects (CSA) Team is here to help. We'll partner with you to understand your business, uncover current pain points with your technology stack, and identify how your existing Heroku licenses can bridge these shortfalls.

What it can do for you.

- Make use of your existing Heroku investment
- Highlight relevant use cases that address business and development lifecycle concerns
- Illustrate how Heroku fits within your existing enterprise architecture
- Build confidence in leveraging Heroku for a given project

How it works.

CSAs will partner with your technical stakeholders to understand your past, current, or planned attempts with Heroku deployments, along with any business-driven or technical pain points that can be addressed. The CSA team will then explore, develop, and refine potential Heroku use cases that specifically apply to the concerns that have been identified. These tailored use cases will be compiled and delivered in a document, with architectural diagrams presented as needed. The CSA team will then stand by to address any follow-up questions

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 kick-off meeting

Analysis: CSA Tasks

- Review questionnaire and schedule kick-off meeting
- Compile Heroku use cases related to pain points and opportunities discussed on the call
- An open invitation stands for any post-engagement dialogue

Outcomes

- You obtain a clear understanding of how to leverage your Heroku investment, thereby unlocking solutions for your team
- We clarify any gray areas and schedule follow-up engagements as part of your journey on Heroku

Additional Information

Lead Time: 1-3 weeks

Customer Time Investment: 1-2 hours

Goal

The Technical Discovery illuminates valuable use cases specific to the customer's needs. After the engagement, the customer should have confidence in articulating Heroku's utility as an advantage within their existing technology stack.

Intended User

If you have existing Heroku licenses but aren't sure how to use them or where they fit within your technical architecture, then this engagement is the right choice.

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 engagement.