ARTESCA
Support Training

Learn how to support your ARTESCA customers like a pro - gain the hands-on skills to deliver Level 1 support

Designed for technical professionals who have completed Scality Certified Architect and ARTESCA Delivery training, this advanced course equips you with the essential skills to support customers running ARTESCA in production. This training comes at a cost of **$500 per person.**

Who is this for?

L1 Support Engineers who:

- Assist customers with application integration
- Deliver first-line technical support
- Provide logs and analysis for Scality escalation
- Have completed Scality SCA Training
- Have completed Scality ARTESCA Delivery Training

What you'll learn:

By the end of the training, you will be able to:

✓ Perform and manage standard ARTESCA operations

✓ Monitor system health and detect early warning signs

✓ Troubleshoot issues and analyze failures effectively

✓ Manage customer support tickets and escalate with confidence

SCALITY
ARTESCA
SUPPORT

TECHNICAL CERTIFICATE

John Smith

has successfully completed the
ARTESCA Support Training

CREDENTIAL ISSUED ON FEBRUARY 12, 2025

Jérôme Lecat, CEO at Scality
SCALITY

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Training Agenda

- Standard & post-installation operations
- Day-to-day monitoring & alerting
- Using dashboards for system visibility
- Data health & performance analysis
- Kubectl basics for support
- Failure diagnosis and escalation paths
- Support workflows & best practices
- Interactive Q&A

How to register?

Please reach out to sales_operations@scality.com to learn more or to register for a session.

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