



# Consul Onboarding Program

COBRA Team | HashiCorp Customer Success

June 2022



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# Agenda

- Welcome
- How We Engage
- Consul Onboarding Program
- Consul Architecture Quick Start
- Technical Support
- Next Steps & Q & A

# Code of Conduct



**HashiCorp is dedicated to providing a harassment-free Consul Enterprise onboarding experience for everyone, regardless of gender, gender identity, sexual orientation, disability, physical appearance, body size, race, national origin, or religion. We value your attendance and do not wish anyone to feel uncomfortable or threatened at any time.**

The bottom line is that we do not tolerate harassment of conference participants in any form. Harassment includes but is not limited to offensive verbal comments related to gender, gender identity, sexual orientation, disability, physical appearance, body size, race, national origin, religion; sexual or inappropriate images in public spaces; deliberate intimidation; stalking; trolling; sustained disruption of talks or other events; and unwelcome sexual attention. Participants asked to stop any harassing behavior are expected to comply immediately. If you are being harassed, notice that someone else is being harassed, or have any other concerns, please let the HashiCorp event representative know immediately or email [customer.success@hashicorp.com](mailto:customer.success@hashicorp.com).



# HashiCorp Customer Success

# 1500+

Enterprise Customers



# 275+

of the Global 2000



# 150

of the Fortune 500



# How We Engage



# Customer Success Managers



## Strategic Relationship Management

Engagement to ensure product & operational success including risk mitigation towards business outcomes



## Customer Journey Delivery

Focus on solution value realization, driving organizational adoption and providing HashiCorp Best Practices



## Trusted Advisor & Advocate

Proactive advisory services and program coordination across all functional areas within HashiCorp (Sales, Engineering, Support, Product, and more)



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# Customer Success Architects



## Product Experts

Subject matter expert on HashiCorp products as well as integration points with third-party platforms and tools.



## Prescriptive Guide

High-value, prescriptive guidance on how to adopt HashiCorp products and consultation on the unique integration requirements of each customer.



## Technical Advisors

Ongoing advisor on HashiCorp products and the integration with complimentary technologies. As customers evolve, providing highly relevant guidance based on the specific customer needs and value-based outcomes.



# Keys to Success

## Partnering to Drive Value Realization



### Training Consumption

Ensure team members consume training resources in a timely fashion.



### Use Case Guidance

Provide timely information on use case designs.



### Project Team Participation

Inclusive of any stakeholder required for successful completion of onboarding.



### Single Point of Contact

Main contact for decision making.



### Escalation Process

Understanding of escalation process.



### Change Control Process

Understanding of change control process.

# Customer-Centric Communications



Making Communications Easy



**Support**



**Email**



**Webinars**



**Phone/Video**



# Consul OnBoarding Program

(The Journey)



# Consul Enterprise Onboarding Program

A 10-week guided community environment  
Assisting customers with onboarding and adoption  
Following a prescriptive path to success

Week 1	Week 2	Weeks 3-9	Week 10	Week 11+
<b>Kick-Off</b> <ul style="list-style-type: none"><li>• Kickoff webinar to describe the essence of Consul, the program and community onboarding approach</li><li>• Architectural JumpStart</li><li>• Q&amp;A</li></ul>	<b>Plan</b> <ul style="list-style-type: none"><li>• Technical and architectural deep dive Webinar for Consul installation planning</li><li>• Terraform code provided to jump start the installation process</li></ul>	<b>Discover</b> <ul style="list-style-type: none"><li>• Technical workshops to guide your project</li><li>• HashiCorp staffed office hours provide opportunity for interactive Q&amp;A and demos.</li></ul>	<b>Gateway</b> <ul style="list-style-type: none"><li>• The exit ramp session includes an operational checklist to close any remaining gaps in your Consul onboarding project.</li><li>• Information for further Consul events and learning opportunities will be presented.</li></ul>	<b>Expand</b> <ul style="list-style-type: none"><li>• The HashiCorp Customer Success Team will continue to partner with you offering seminars, product roadmap information, and other relevant content as you expand your usage of Consul</li></ul>

# COBRA HashiCorp Consul Enterprise Onboarding Journey

- Week 1 - Kickoff - Program Intro & Architectural JumpStart
- [Week 2 - Workshop - Architectural Deep Dive](#)
- Week 3 - Workshop - Operationalizing Consul
- [Week 4 - Office Hours](#)
- Week 5 - Webinar - Service Discovery & Health Monitoring
- [Week 6 - Office Hours](#)
- Week 7 - Workshop - Service Mesh & Gateways
- [Week 8 - Office Hours](#)
- Week 9 - Consul Integrations
- [Week 10 - Exit ramp and Operational Readiness Check](#)



# Onboarding Goal

Our objective is to make you successful with our products and see value within 90 days



## Consul Installed

- Consul Enterprise installed in your environment
- Basic configuration completed
- Telemetry and monitoring in place
- Deployment and operational patterns established



## Consul Operational

- Service discovery, service catalog, and running health checks
- A roadmap created for onboarding additional use cases (Service Mesh track or NIA track).



## Completed within 90 days



# Consul Architecture JumpStart

June 2022

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# Consul Service Networking

## Service Discovery

Create a central registry that tracks services, updates, and health statuses in real time.



## Network Infrastructure Automation

Automate manual networking tasks and workflows based on changes observed by Consul.

## Zero Trust Networking

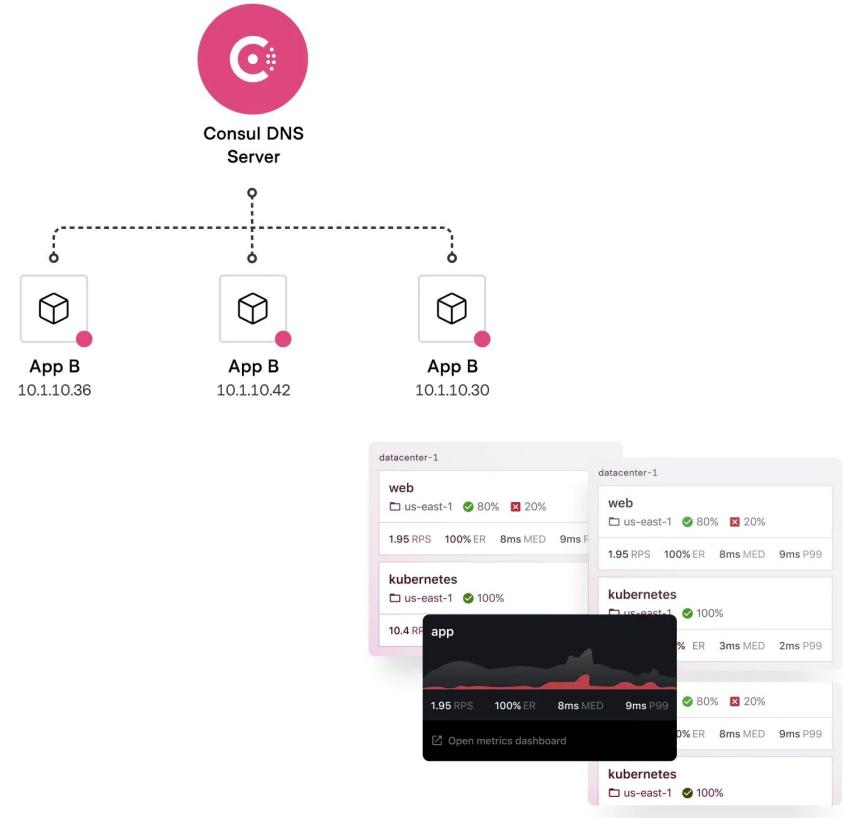
Ensure all communication between services is authenticated with TLS certificates and encrypted in transit.

## Load Balance and Manage Traffic

Manage L4/L7 traffic based on service identity. A single control plane to manage both service to service (east/west) and client (north/south) traffic.

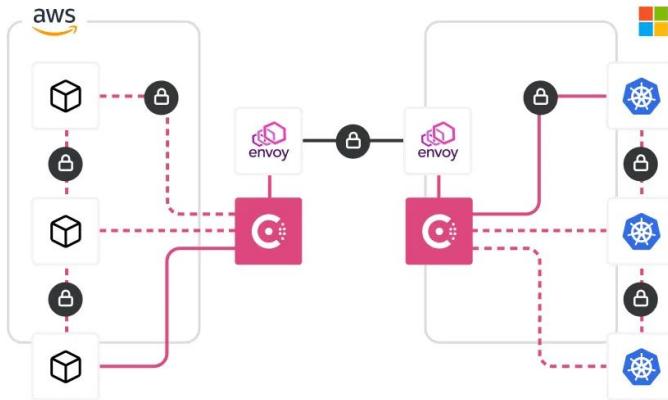
# Service Discovery

- Centralized registry to discover, track and monitor services
- Single source of truth for all services
- DNS and API access for service registration
- Health checks for systems and applications



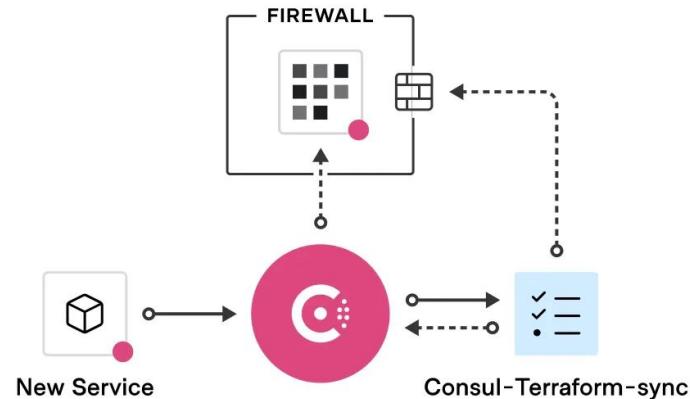
# Zero Trust Networking

- Service mesh provides identity-based access and mTLS for all service to service communication
- Consul supports multiple Certificate Authorities (CAs)
- Service intentions secure service communications



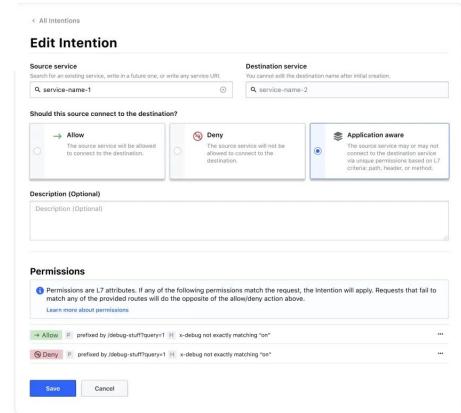
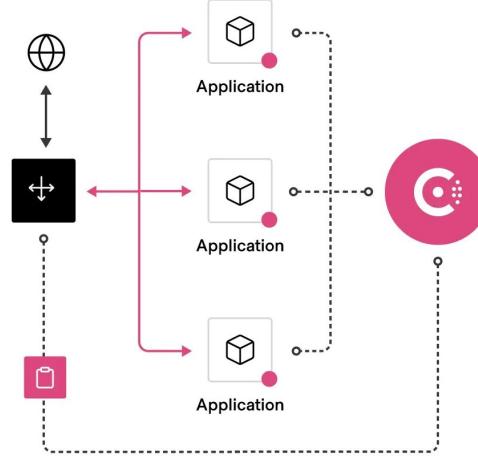
# Network Infrastructure Automation

- Automate networking tasks and configuration changes
- Triggers include:
  - Service scaling (up and down)
  - Service port changes
  - Health changes
  - Metadata changes



# Load Balance and Manage Traffic

- Works as an L4/L7 load balancer
- Integrates with NGINX, HAProxy, and F5 for automatic service updates.
- Single control plane for east/west and north/south traffic.
- Deployment patterns include:
  - A/B test,
  - Blue/green
  - Soft multi-tenancy  
(prod/qa/staging sharing compute resources).



# Architecture





# Consul Installation

What do we need to  
decide?

1

## Cluster Platform

- Virtual Machines
- Bare Metal
- Containers
- Kubernetes

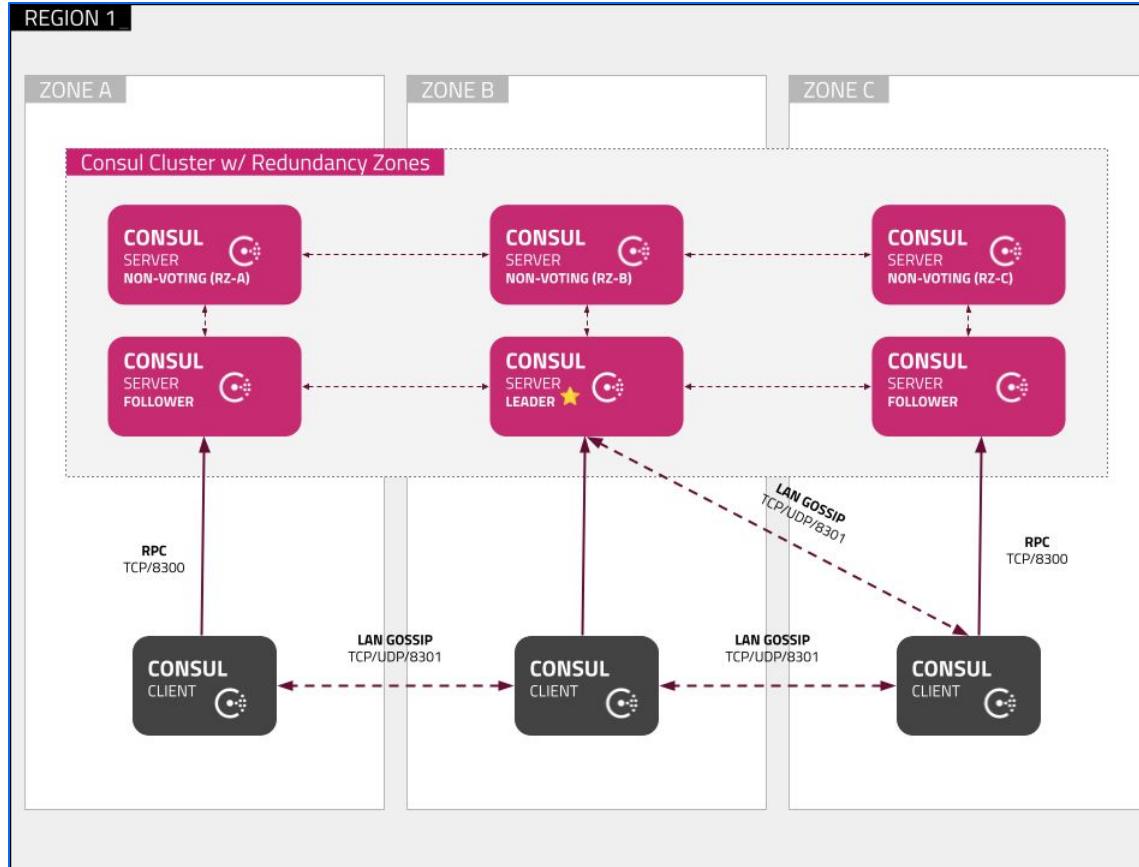
2

## Deployment Pattern

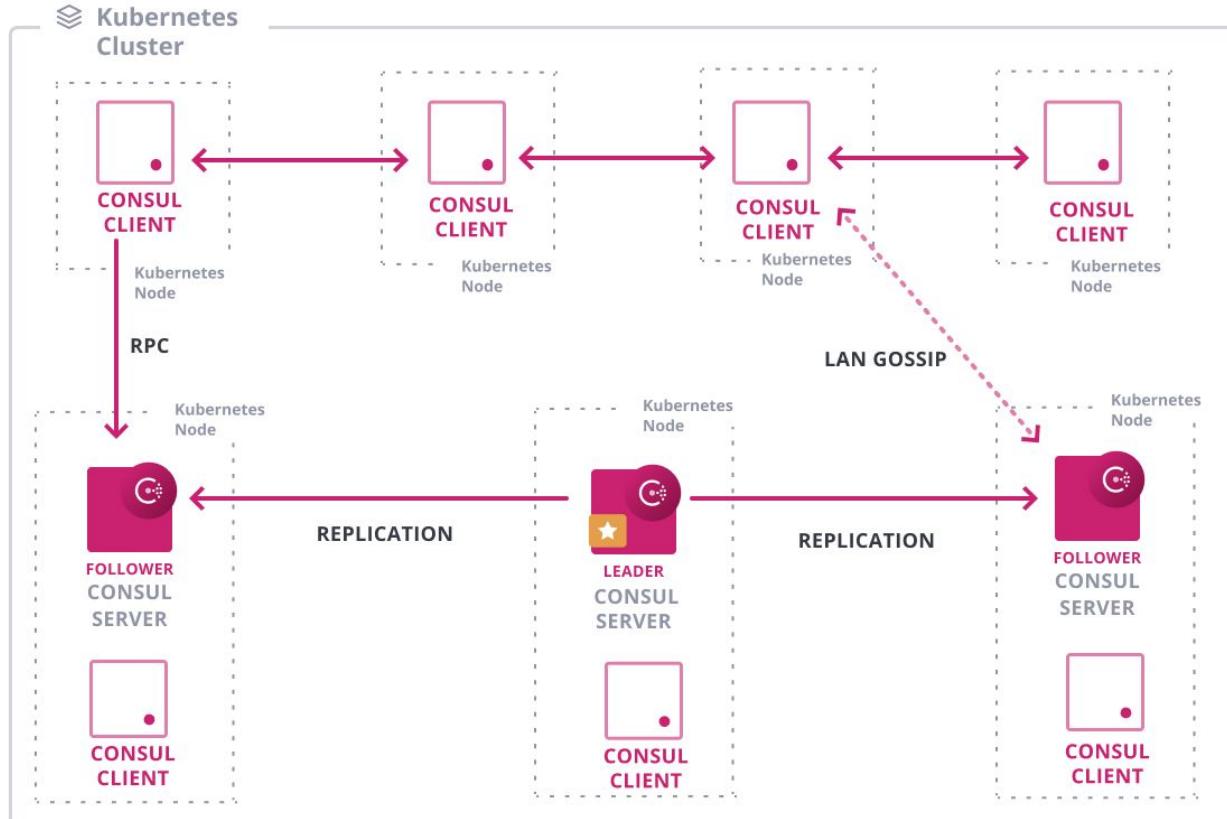
- Static vs. Immutable
- Automation and upgrade pattern
- Sizing
- Agent locations



# VM or Bare Metal Deployment

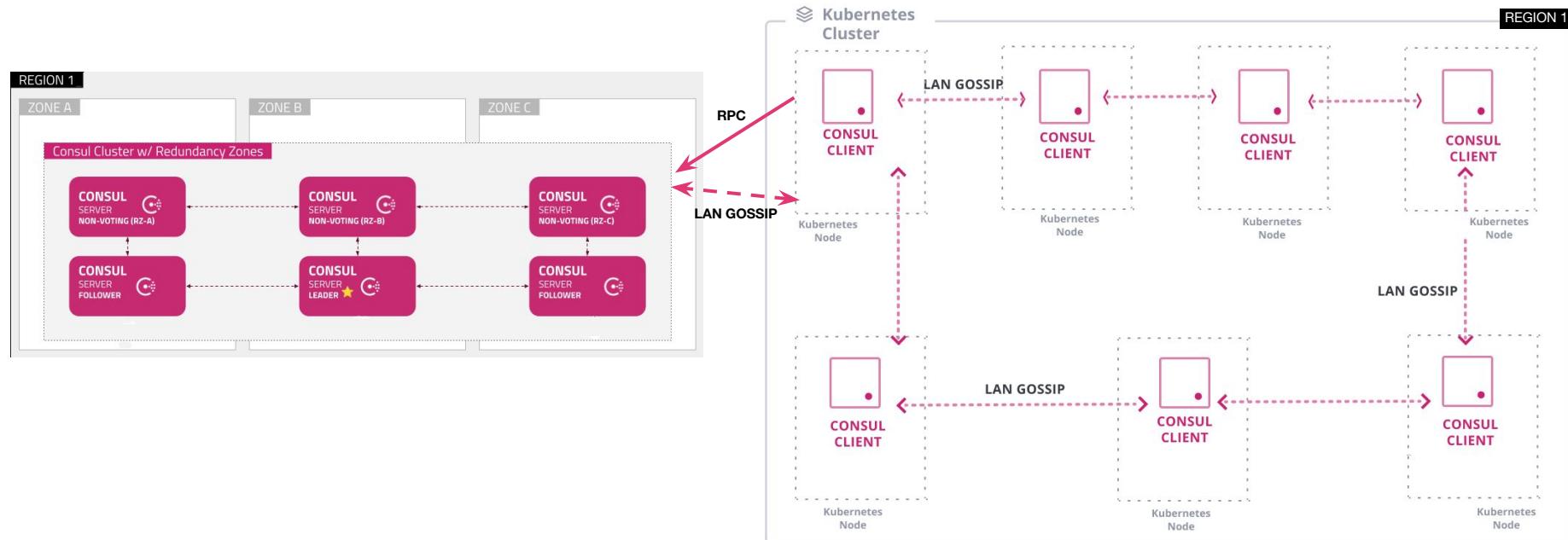


# Kubernetes Deployment Patterns



Consul Deployed inside Kubernetes

# External Kubernetes Deployment



# **Key Consul Success Considerations**

prepare for the upcoming weeks





# Use Case Considerations

- What are the major problems/challenges/workflows that Consul is solving for?
  - What is the current solution in place?
  - What changes, improvements, is Consul solving?
- What are organizational goals for Consul?
  - Near term
  - Long term
- What is the rollout plan?
  - Where will the first deployment be?
  - How many data centers are planned?



# Cluster Architecture Considerations

- Where will Consul be deployed?
- What integrations with external services or external tooling need to be implemented during the project (example Kubernetes clusters).
- Where are the target applications for the initial use case hosted? What are the networking and connectivity requirements for these target applications?
- What are the target Disaster Recovery RPO and RTO?
- What CA will be used to provide Consul certificates for mTLS?
- Are there any noteworthy regulatory constraints in the environment that need to be considered?



# Your Success Metrics

- What are **your** short term goals for the rollout of Consul?
  - What are the must-haves?
  - What metrics are being used to gauge the success of this project?
- What are **your** longer term goals for the rollout of Consul?
  - Are there particular features that are planned to be adopted?
  - Are there particular business problems that Consul is going to solve?



# Customer Support

SLA, Contact Methods, Services, etc.

# Contacting Support



There are two ways to contact our support team

## 1) **Support Portal:** Open a ticket through [our support portal](#)

- Once customer access is setup, authorized users can submit a ticket using the email address they provided us.
- The portal provides faster routing via product and sub-product selection, the ability to send encrypted attachments, and set ticket priority.

## 2) **Email Support:** Send an email to [support@hashicorp.com](mailto:support@hashicorp.com)

- All emailed support tickets default to “normal” priority - and cannot be changed.

# HashiCorp Support SLA



This info can also be accessed from our [Support SLA Page](#)

GOLD

SILVER

BRONZE

Hours of availability		24 X 7 (SEV-1 URGENT)	9-5, Monday – Friday  US LOCAL TIME EUROPEAN CENTRAL TIME AUSTRALIA EASTERN TIME	N/A
SEVERITY 1	FIRST RESPONSE	60 minutes	8 business hours	N/A
	RESOLUTION	24 elapsed hours	24 business hours	N/A
SEVERITY 2	FIRST RESPONSE	4 business hours	16 business hours	N/A
	RESOLUTION	3 business days	5 business days	N/A
SEVERITY 3	FIRST RESPONSE	8 business hours	24 business hours	N/A
	RESOLUTION	7 business days	7 business days	N/A
SEVERITY 4	FIRST RESPONSE	24 business hours	24 business hours	24 business hours
	RESOLUTION	Best effort	Best effort	Best effort
Technical contacts allowed		4	3	2

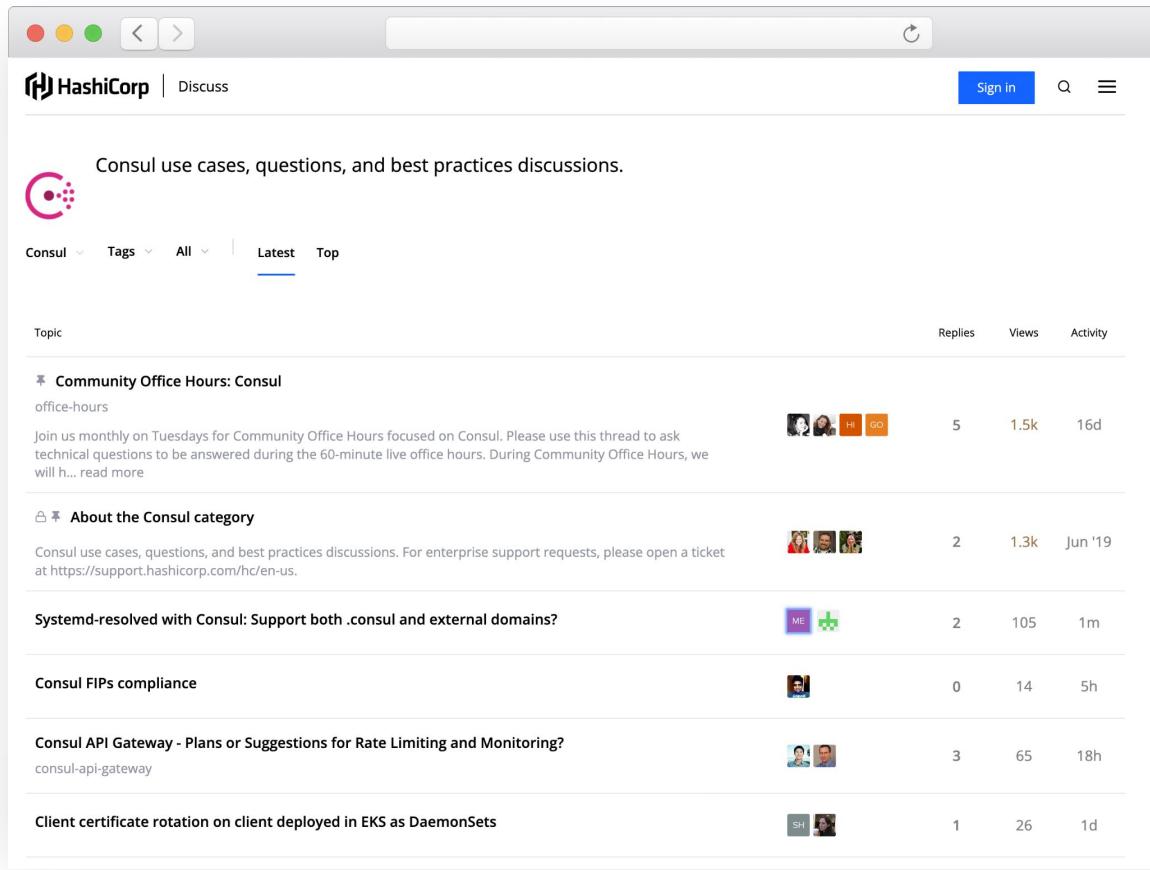


# Severity Definitions

<b>Sev-1 (Urgent)</b>	A Sev-1 incident is an operational outage as defined below: Any error reported by customer where majority of the users for a particular part of the software are affected, the error has high visibility, <b>there is no workaround</b> , and <b>it affects the customer's ability to perform its business</b> .
<b>Sev-2 (High)</b>	Any error reported by customer where the majority of the users for a particular part of the software are affected, the error has high visibility, <b>a workaround is available</b> ; however, <b>performance may be degraded or functions limited and it is affecting revenue</b> .
<b>Sev-3 (Normal)</b>	Any error reported by customer where the majority of the users for a particular part of the software are affected, the error has high visibility, a workaround is available; however, performance may be degraded or functions limited and it is NOT affecting revenue.
<b>Sev-4 (Low)</b>	Any error reported by customer where a single user is severely affected or completely inoperable or a small percentage of users are moderately affected or partially inoperable and the error has limited business impact.

This info can also be accessed at the bottom of our [Support SLA Page](#)

# Resources



HashiCorp | Discuss

Sign in  

Consul use cases, questions, and best practices discussions.

Topic

Community Office Hours: Consul office-hours

Join us monthly on Tuesdays for Community Office Hours focused on Consul. Please use this thread to ask technical questions to be answered during the 60-minute live office hours. During Community Office Hours, we will h... read more

About the Consul category

Consul use cases, questions, and best practices discussions. For enterprise support requests, please open a ticket at <https://support.hashicorp.com/hc/en-us>.

Systemd-resolved with Consul: Support both .consul and external domains?

Consul FIPS compliance

Consul API Gateway - Plans or Suggestions for Rate Limiting and Monitoring? consul-api-gateway

Client certificate rotation on client deployed in EKS as DaemonSets

Replies Views Activity

Hi GO

ME

Sh



# Discuss

Engage with the HashiCorp Cloud community including HashiCorp Architects and Engineers.

[discuss.hashicorp.com](https://discuss.hashicorp.com)



# Learn

Step-by-step guides to accelerate deployment of Vault

The screenshot shows the HashiCorp Learn website for the Consul product. The page has a clean, modern design with a light gray header and a white main content area. In the top left, there's a navigation bar with icons for back, forward, and search, followed by the HashiCorp Learn logo and a "Browse products" dropdown. To the right are a search bar, a sign-in button, and links for "Docs" and "Forum".

The main content area features a large, dark rectangular call-to-action box with white text that reads "Deploy a fully managed service mesh" and "Sign up for HCP Consul →". Below this, there's a section titled "Learn Consul fundamentals" with three grid items:

- 7 TUTORIALS**  
**HashiCorp Cloud Platform (HCP) Consul**  
Quickly get hands-on with HashiCorp Cloud Platform (HCP) Consul using the HCP portal quickstart deployment, experiment with the...
- 5 TUTORIALS**  
**Get Started on Kubernetes**  
Setup Consul service mesh to get experience deploying service sidecar proxies and securing service with mTLS.
- 9 TUTORIALS**  
**Get Started on VMs**  
Consul is a networking tool that provides a fully featured service mesh and service discovery. Try Consul locally.

On the left sidebar, there are several sections with links:

- GET STARTED**
  - Consul on HCP
  - Consul on Kubernetes
  - Consul on VMs
- USE CASES**
  - Kubernetes Service Mesh
  - Microservices
  - NIA
  - Service Discovery & Health
  - Service Mesh & Gateways
- CERTIFICATION PREP**
  - Associate

# Need Additional Help?



## Customer Success

Contact our Customer Success Management team with any questions. We will help coordinate the right resources for you to get your questions answered.

[customer.success@hashicorp.com](mailto:customer.success@hashicorp.com)

## Discuss

Engage with the HashiCorp Cloud community including HashiCorp Architects and Engineers

[discuss.hashicorp.com](https://discuss.hashicorp.com)

## Technical Support

Something not working quite right? Engage with HashiCorp Technical Support by opening a new ticket for your issue at [support.hashicorp.com](https://support.hashicorp.com).

## HashiCorp Academy

Consul Enterprise Academy classes are virtual and delivered by a live instructor with in-depth Consul knowledge and implementation expertise.

Academy courses include a sandbox environment for hand-on experience in the 10 labs throughout the 3-day course.



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# Resources

- [Consul Reference Architecture](#)
- Terraform starter code (VM installation) for [AWS](#), [Azure](#), and [GCP](#)
- [Consul and Kubernetes Reference Architecture](#)
- [Consul Helm Chart](#)
- Terraform starter code for managed Kubernetes:
  - [AWS EKS](#)
  - [Azure AKS](#)
  - [Google GKE](#)

# Next Steps



## **Webinar: Architectural Deep Dive with Q&A**



### **Authorized users for Support**

Please email [customer.success@hashicorp.com](mailto:customer.success@hashicorp.com) with 3 Support Contacts



### **Q & A**

A Q&A will be held after this session



# Q&A



# Thank You

[customer.success@hashicorp.com](mailto:customer.success@hashicorp.com)  
[www.hashicorp.com/customer-success](http://www.hashicorp.com/customer-success)