Platform Autopilot

Customer Objections and FAQs

* I need Pivotal to keep my platform patched and up to date w*hile adhering to my company’s change management policies*.
* Why do I need the Platform Rapid Deploy and customization budget? Can’t I just pay one price?
* I need the names of the individuals who will access to my systems. I need to officially onboard them as employees, which may involve mandatory training courses, drug tests, etc.
* Can we collaborate with the Platform Autopilot team in order to build in house expertise with the platform?
* How will Pivotal remotely access our systems? What infrastructure or automation tooling will you require to be installed in our environments?
* Who will I reach out to if I detect a problem with the platform?
* What certifications does Pivotal have with respect to compliance/security? (PCI, HIPAA, etc.)
* How will standby / disaster recovery foundations be priced? Do I have to pay the same price for maintenance of these foundations even if they don’t run any production workloads?
* What is the shortest time commitment that Pivotal offers for Platform Autopilot?
* How do I transition into running the platform myself if I decide I no longer want to subscribe to Platform Autopilot? What artifacts are left behind for me in this situation?
* What integrations will Pivotal use for logging/monitoring, etc? Will I be able to specify which tools I want the team to use?
* Why is the offering so expensive?
* Who will be responsible for on-boarding applications onto the platform?
* Who will support the applications or carry out troubleshooting if there are application issues?

Feedback from Caleb

SRE vs customer change management likely will be a showstopper for adoption. Do we have a different price point if customer insists on using this vs SRE/Error budget? If we can’t find a model that allows us to meet customers where they are… Severely limits the cohort that is open to this.

* No, there is not a different price point to bind us to customer change control policies.
* Maybe we need to meet the customer in the middle and say:
  + This is how we manage change at Pivotal.
  + We’d like to get there with you.
  + We’ll start by measuring our availability, and providing you with access to dashboards that show the availability we’re delivering.
* Maybe we can start by agreeing to only initiate change during mutually agreed upon change windows, but we should draw the line at having to go before a CAB before making changes.

Feels like with customization budget and need for up front rapid deploy we are “nickel and diming” and making this more confusing. Can we just have 1 price that balances our risk and provides easier understanding for customer?

* We should explore a fixed-price model for customization budget for customers who have an easier time procuring fixed price services. Would need to set some limit to the number of hours per quarter, anything additional would be transacted separately.
* We think we need to keep the rapid deploy separate, as not all customers moving to Platform Autopilot will need it - rapid deploy is required for new customers who don’t yet have the platform set up, and for existing customers who are out of date and running unsupported software.

Customers generally aren’t going to allow non-named individuals access to their infrastructure.

* We need to tighten up our messaging on this. I suspect there’s a way we can name *an* individual that initiates the change, while relying on a pool of individuals for release engineering, updating shared pipelines, etc. etc.

People with access. Three states, with increasing costs:

* Don’t give them any named individuals
* Slice up the pool so that only a portion of the pool is working on the system
* Customer gets dedicated named people that don’t work on any other customer systems.

What if the customer wants to be involved and pair with the team?

* PRE is likely the better choice.