MyEngineer

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MyEngineer Introduction

General Information

You can start and use our NETWAYS Cloud (OpenStack) and Kubernetes Service completely independently.
But if you need support in the operation of your environment, you can book the MyEngineer Service.

MyEngineer features

Personal contact

Your MyEngineer is your permanent contact person with direct dialing. No hotline or waiting loop. Reach out and you'll directly reach your MyEngineer – whether by phone, email or ticket.

24/7 Service

Whenever something goes wrong, you can contact us. You can send us normal requests via mail, ticket or phone. In case of emergency we are available 24/7 via our hotline.

Know how

We're familiar with the latest technologies and constantly upskill ourselves around the OpenSource universe.

Pricing

Just pay when you use it, no fix support fees.

Here you can always find the actual MyEngineer hourly rates.

MyEngineer Support for Kubernetes Service

Before creating your first K8s cluster, we look together at your existing infrastructure. We support you with appropriate architectural advice, make a topography of your intentions and plan the route you want to go. Then we kick start your cluster.

- Conceptual work and architectural consulting
- Recommendations for processes and methods
- Clarification of all open questions before the start

After setting up your K8s clusters, we can provide you a direct contact persion for:

- Troubleshooting
- Scaling and constantly adapting Kubernetes to your needs
- Help with using resources even more efficiently

MyEngineer Support for OpenStack

We examine your current IT environment and set new goals. We support you with appropriate architectural advice, look at the horizon of your intentions and dare a forecast for the next upcoming steps to building the desired infrastructure. Then we kick start your project in the cloud.

- Consulting & concept creation
- Recommendations for better processes
- Q&A sessions to tackle all your questions

After setting your cloud up, we can provide you a direct contact persion for:

- Troubleshooting & tailored monitoring and backup solutions
- Scaling and constant adaptation of the cloud to your needs
- Help with using resources even more efficiently

Functions overview

Get started

Here you will find the most important general information:
- How can you reach us in case of need?
- What are the conditions?
- Where are we located?

Tickets

Here you can find all tickets that have ever been opened in connection with your NWS account.

Requests that are currently still being processed can be found in the open tickets.
All completed tasks can be found under closed tickets.

MyEngineer ●

Open Tickets

● **I need your support to check my setup**

ID #770997   Status open   Last updated 07.12.22 10:42

Show Resolve

+ New Ticket

Closed Tickets

● **Das ist mal wieder ein Test**

ID #737451   Status resolved   Last updated 03.11.21 14:12

Show Reopen

You can also use the "new Ticket" icon to submit a new request to our MyEngineers.

If you click on "Show" you will see the entire history of the ticket

MyEngineer ●

Get started

Tickets

Timesheet

[netways #770997]: I need your support to check my setup

ID: 770997 | Status: open | Severity: ● | Owner: sschneider

07 December, 10:34 CET
Add requestor Stefan Schneider

07 December, 10:34 CET
Requestor Stefan Schneider <stefan.schneider@netways.de> deleted by RT_System

07 December, 10:36 CET
Taken by sschneider

07 December, 10:36 CET
Owner Stefan Schneider

07 December, 10:38 CET
Status open

07 December, 10:42 CET
Add requestor Stefan Schneider

07 December, 10:54 CET

sschneider

We have already checked your systems.

Everything is online again and works how it should.

Best regards

⚑ Resolve

Type your response

Reply

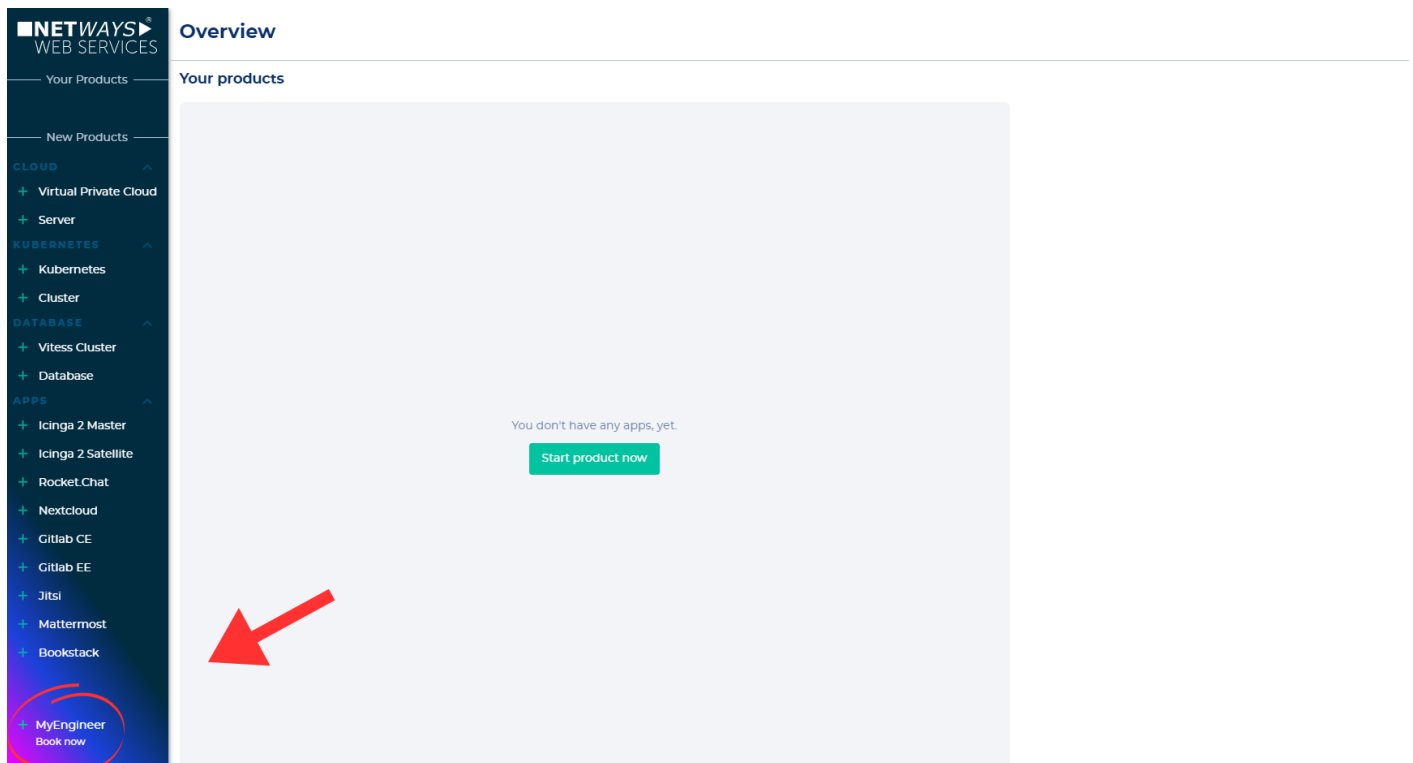With the "Resolve"-Button you can close the request.

Timesheet

Here you can find all MyEngineer assignments booked so far.

How this works you can read [here](#).

Starting MyEngineer

Sign in to your NWS Account and start the MyEngineer-App

A valid means of payment must first be deposited before you can start Kubernetes, OpenStack, DBaaS or MyEngineer

Here you can find instructions for setup your payment method.

The MyEngineer app works based on consumption. When you don´t use our support, nothing will be charged.

That´s why starting the MyEngineer App does not incur any costs by default

Read here how the pricing of the MyEngineer-Support Service works.

Contact our MyEngineers

Start with MyEngineer

Start our MyEngineer-Support-Service on your NWS-dashboard.

Start to find out how this works!

Contact our Engineers

On the "Get started" Tab you find all possible ways to contact us:

Mail

Just write a mail to nws@netways.de

Ticket

Simply open a ticket in the MyEngineer app under the "tickets" tab -> there you also get an overview about all open and closed tickets

Phone

During our business hours from 09.30 am to 5.30 pm: **+49 911 92885–0**

In case of EMERGENCY you find the 24/7 hotline numbers on the "Get Started" page of the MyEngineer-App.