

Contacts

Dataiku

Relationship Manager (default point of contact, feature request, escalation, workshops/training):

Guillaume Ferdmann (guillaume.ferdmann@dataiku.com)

Commercial/Account manager (contract, license):

Julia Gaudelard (julia.gaudelard@dataiku.com)



Any dataiku operations problem/question that cannot be solved/answered by the team, create a ticket in <https://support.dataiku.com/support/login> together with instance diagnosis (upload file in <http://dl.dataiku.com/> and provide link in ticket)

Architecture

Solvay SBS: Alexandre Mathe (alexandre.mathe@solvay.com)

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GCP

CAS team: gcp-cas@solvay.com

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GCP Service Provider: gcp-cloudops-vanenburg-partner@solvay.com

Cloud Architect (anything technically complicated) Thiyagarajan Karuppaiah (kthiyagarajan@vanenburgsoftware.com)

Change requests, diagnosis, maintenance Agalya Kitherian (agalyak@vanenburgsoftware.com)

Operations / 1st level of support Aswathy Raju k nair (aswathy.rajuknair-ext@solvay.com)

IBM Servers/Databases

Wintel Team: is-adagio-wintel@solvay.com

Windows Hosting Services Owner (downtime, outages) Arne Philipp (arne.philipp@solvay.com)

Point of contact (Singapore time) & https certificate validation Chee Keong Choy (cheekeong.choy@solvay.com)

Point of contact (France time) Michael Boucherat (michael.boucherat-exterieur@solvay.com)

Lirex Servers/Databases

Point of contact: Iwan Clement (iwan.clement-ext@solvay.com)

Network (firewall requests)

GTO Security Operations: operations_GTO-Security@solvay.com

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Security

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Cybersecurity: Guillaume Collard (guillaume.collard@solvay.com)

Industrial Risks Coordinator: Thomas Guilloux (thomas.guilloux@solvay.com)

SSO

SSO Operations Team: sso.operations@solvay.com

Point of contact: Raquel Cantarim (raquel.cantarim@solvay.com)

Technical implementation: Atanas Hristov (atanas.hristov-ex@solvay.com)

AD Operations

HTTPS certificate creation, Kerberos setup: ad.operations@solvay.com

Related articles

- [Upgrading DSS Cloud](#)
- [Components/Processes to Constantly Monitor](#)
- [Contacts](#)
- [Troubleshooting](#)