



# Platinum Level: Customer Success

The Platinum-level package—the highest level—offers enterprise customers proactive, white-glove services, with strategic guidance and personalized support along with expert services. Notably, the Platinum-level package includes up to 15 hours per week of consultation time.

## 1 Enterprise Technical Account Manager (TAM)

Redis TAMs come with a wealth of Redis Enterprise experience and work directly with your teams to understand your business objective and provide you personalized account and product lifecycle management best practices and expert guidance. From project planning and implementation to ongoing solution maintenance and optimization, your TAM will be by your side throughout your journey with Redis, helping you to maximize your investment and protect your most critical assets. Your TAM's responsibilities will include:

- Dedicated account and case management
- Single point of contact for coordinating support issues
- Accelerated incident response
- Weekly conference calls and status updates
- Quarterly status reports and performance reviews
- Proactive review of support packages to fit your needs
- Up to 15 hours per week of consultation time

## 2 Onboard Assistance

Platinum onboarding is an efficient and positive experience that includes personalized service to help you quickly get value from Redis Enterprise. We will make sure that your onboarding happens in a timely fashion by taking into account your project completion timelines and dependencies.

Your personalized onboarding process will include:

- Education: Your TAM will lead you through an educational presentation to help you get the most out of your Redis Enterprise product.
- Production deployment assistance: Your TAM will review your deployment to recommend possible optimizations within your production environment.

As part of onboarding for your Redis Enterprise Cloud deployment, we will walk your team through our admin interface so that you can easily make database configuration or subscription changes along with other configuration controls.

## 3 Expert Sizing Exercise

Your TAM will guide you in all aspects of deploying your Redis Enterprise product into production:

- Deployment sizing and planning exercise
- Use-case review and optimization
- Assistance deploying your Redis Enterprise solution
- Migration assistance moving data to your Redis Enterprise deployment
- For complex sizing estimates that include Active-Active Geo-Distributed deployments, we will guide you on how best to create Active-Active databases

## 4 Consultation

Assistance with developing a custom migration plan to move your legacy databases to Redis Enterprise.

## 5 Audit Support

Post-production launch audits to check the health of your Redis Enterprise database implementation and measure throughput and latency to ensure your requirements are met. In addition, we will accommodate any changes for under- or over-provisioned scenarios.

## 6 Load Tests

Design custom load testing scenarios that are appropriate for your specific solution.

## 7 Personalized Services

For your Redis Enterprise Cloud implementation, your TAM will monitor the status of your deployments, identify issues, and proactively work with the Redis DevOps team to address them. Your TAM will also help you determine any necessary add-ons from Redis offerings that you may require for your existing projects and guide you from increasing your service providers' costs.

With your Redis Enterprise Software deployment, your TAM will regularly analyze and recommend software upgrades and necessary optimizations for continuous improvement.