



Gold Level: Customer Success

The Gold level is designed to help you maximize the value of your investment in Redis Enterprise. In addition to all the features available on the Silver level, it includes expert sizing and deployment assistance as well as a quarterly business review. If you need an even higher level of service, check out our Platinum-level package.

1 Technical Account Manager (TAM)

Your assigned Technical Account Manager (TAM) not only has a thorough technical understanding of Redis Enterprise and also knows your unique environment. Your TAM has one primary objective: making your Redis Enterprise deployment wildly successful.

2 Onboarding Assistance

Your TAM will ensure that you have all the necessary knowledge and information about Redis Enterprise so you can hit the ground running. We will introduce you to our support process and set up your access to documentation and other educational resources. We will go over everything you need to get started and answer any questions you may have about your specific deployment. 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:

- Working with enterprise support
- Product documentation
- Redis Enterprise product overview

Production deployment assistance: Your TAM will review your deployment to recommend possible optimizations within your production environment:

- Redis performance-metrics review
- Optimization recommendations
- 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

3 Personalized Services

Redis Enterprise managed deployments are constantly monitored by the Redis monitoring tools systems. Your TAM will proactively alert you if we notice any issues with your cloud deployment or any anomalies with your normal usage. Your TAM can guide you on the best options for cost-effective expansion as your deployment grows.

In addition to the ongoing services listed here, the Gold Customer Success package includes a quarterly business review:

- Redis news
- Support-ticket review, if necessary
- Updates for best practices, sizing, and optimizations based on production-usage metrics
- Recommendations for cluster upgrades and necessary optimizations for continuous improvement
- An analysis of your managed production environment using our automatic anomaly detection tool
- Answers to all your questions about Redis and feedback collection

Need more time with our Customer Success team of experts? Check out our Platinum option, which offers enterprise-grade strategic guidance and personalized support—along with up to 15 hours per week of consultation time.