



# Expert Support From The Creators Of Redis

You can be confident in building mission-critical workloads on Redis Cloud or Redis Software with access to enterprise-grade support from the creators of Redis. With all of our plans, you have access to the experts and tools to help you resolve issues fast, mitigate risks, and optimize for performance and cost efficiency.

	Included*	Developer	Business	Enterprise
Software Releases	✓	✓	✓	✓
Support Portal	✓	✓	✓	✓
Phone Support			24x7	24x7
Root-Cause Analysis				✓
Expert Redis Technical Support	Business hours coverage	Business hours coverage	24x7	24x7
Support for Self-Managed (On-prem/Software)			Full support	Full support
Initial Response Times		Critical (P1): 8 business hours Moderate (P2): 8 business hours Minimal (P3): 8 business hours General (P4): 2 business days	Critical (P1): 1 hour Moderate (P2): 4 hours Minimal (P3): 8 business hours General (P4): 2 business days	Critical (P1): 30 minutes Moderate (P2): 2 hours Minimal (P3): 8 business hours General (P4): 2 business days
Technical Account Manager				Included (1 location)
Ticket Escalation			✓	✓
Redis Insight Support		✓	✓	✓
Redis Client Support		✓	✓	✓
Redis Observability				✓
Redis Developer Suite				✓
Redis Data Connectors				✓
Price		Greater of \$19/month OR 3.5% of ACV	Greater of \$750/month OR 10% of first \$100,000 + 5% of the next \$100,000 + 3.5% everything	<a href="#">Contact Us</a>

\*Must be a Redis Cloud or Redis Software customer

## Build with confidence, with the Developer Plan

The Developer plan is recommended for companies who are getting started with Redis. In addition to standard support, it includes response time SLAs and support for developer tools (Redis Insight visualization tool and client libraries). For multiple production apps, consider the Business plan.

Developer Tool	Provides tools to take your productivity to the next level
Redis Insight	Redis Insight is a powerful desktop UI client that provides an intuitive and efficient way to visualize and interact with Redis data and keys, plus an advanced CLI to run Redis commands. For more details and to download, go to <a href="#">Redis Insight page</a> .
Redis Client Libraries	<a href="#">Redis client libraries</a> – Lettuce/Jedis (Java), node-redis (NodeJS), redis-py (Python), NRedisStack (C#/.Net), and Go-Redis (Go) – that enables consistency in documentation, user interface, governance, and security

## Achieve peace of mind with the Business Plan

The Business plan is designed to support all your business-critical production applications that depend on Redis. In addition to all the features available on the Developer plan, it includes 24x7 support, self-managed on-premises software support, ticket escalation, and improved response time SLAs. If you need a higher level of service, consider our Enterprise plan.

## Maximize your investment with the Enterprise Plan

The Enterprise plan is designed to help you maximize the value of your investment in Redis. In addition to all the features available on the Business plan, it includes enhanced response time SLAs, a Technical Account Manager (TAM), plus support for Redis Observability Integrations, Developer Suite tools, and Redis Data Connectors.

### Your own dedicated Redis expert with an Enterprise Technical Account Manager (TAM)

Redis TAMs come with a wealth of Redis experience and work directly with your teams to understand your business objective and provide you with 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 to help you maximize your investment and protect your most critical assets. Your TAM's responsibilities include:

- Dedicated account management
- Weekly conference calls and status updates
- Quarterly status reports and performance reviews
- Proactive review of production system(s) to fit your needs

	Tools	Provides a full suite of tools designed to save you time
Redis Observability	Grafana Redis Dashboards & Configuration	Grafana dashboards for Redis Software and Cloud. These dashboards rely on a Prometheus server scraping metrics from the Redis metrics exporter.
	Redis Datasource for Grafana	Redis-based data source for Grafana which enables you to create dashboards that display data stored in Redis (e.g., the response to various Redis commands).
	Datadog Integration	Dashboards and configurations for Monitoring Redis Software & Cloud with Datadog.
	Dynatrace Integration	Dashboards and configurations for Monitoring Redis Software & Cloud with Dynatrace.
Redis Developer Suite	Redis Smart Cache	JDBC query wrapper that caches slow queries in Redis. Provides a CLI for selecting queries or query patterns to cache.
	Redis OM and Vector Libraries	High-level Redis ORMs for NET, Spring/Java, and RedisVL for Python. These give you the benefits of Redis Search and vector search without having to learn the Redis query language and indexing directives.
Redis Data Connectors	Redis Kafka Connect	Source and sink connectors for Redis and Kafka Connect. See the <a href="#">documentation</a> and <a href="#">Confluent hub listing</a> for details.
	Redis Input/Output Tools (RIOT)	Command-line tools for getting data in and out of Redis. Supports CSV, JSON, XML, and several RDBMSs. See the <a href="#">RIOT documentation</a> for details.
	Google Cloud Dataflow for Redis	Google Cloud Dataflow template that publishes GCP pub-sub message to Redis. It supports Redis sinks including strings, hashes, streams, and a logging sink that supports Redis Search and Query.

Get started with Redis Cloud today

[Book a meeting to speak with a Redis Expert](#)

