



Silver Level: Customer Success

The basic level of Customer Success is designed to maximize the value of your investment in Redis Enterprise. It includes an assigned Technical Account Manager, onboarding assistance, and a selection of personalized services. If you need a higher-level package, check out our Gold and Platinum options.

1 Technical Account Manager (TAM)

Your assigned Technical Account Manager (TAM) 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 links to the best 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 help you deploy your Redis Enterprise product with:

- Guidance and assistance throughout the installation process until success
- Migration assistance moving data to your Redis Enterprise deployment

3 Personalized Services

Redis Enterprise managed deployments are constantly monitored by the Redis monitoring systems. Your TAM will proactively alert you if we notice any issues with your 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 Silver Customer Success package includes follow-up meetings that will cover:

- Support ticket review, if necessary
- Updates for best practices, sizing, and optimizations based on production-usage metrics
- Updates on upcoming upgrades of your environment
- An analysis of your production environment using our automatic anomaly detection tool
- Q&A

Need more time with our Customer Success team of experts? Check out our Gold and Platinum levels, which offer quarterly business reviews and dedicated consultation time.