



Customer Success Subscription Datasheet

Accelerate your digital transformation with a designated Customer Success Engineer (CSE)

Executive summary

Implementing your digital transformation requires change in many ways. Often the biggest challenge is not the technology — it's the readiness of the people or the ability of the organization to change. Databricks provides a range of flexible help so teams with different levels of experience get what they need, to both reduce risk and accelerate your data + AI initiatives.

	Silver	Gold	Platinum
Overview	This foundational package offers a standard level of services across our success focus areas. Good option for customers seeking regular guidance to help maximize their Databricks investment.	This enhanced offering adds access to proactive customer success and technical guidance across all of our success focus areas. Ideal for customers with 2-3 Databricks projects or teams	Our flagship offering includes deeper and more comprehensive business and technical guidance, customized to your environment and specific requirements. Ideal option for large organizations with multiple Databricks projects, teams, and environments
Engagement level*	A Customer Success Engineer works with your team up to one half-day per week* to help you reach your business and technical outcomes.	A Customer Success Engineer works with your team up to one day per week to help you reach your business and technical outcomes.	A Customer Success Engineer will work with your team up to two days per week to help you reach your business and technical objectives.
Common focus areas	<ul style="list-style-type: none">• Success Services• Getting Started with Databricks	<ul style="list-style-type: none">• Success Services• Getting Started with Databricks• Team Acceleration• Technical Advice & Guidance• Platform Health and Efficiency• Governance and Compliance	<ul style="list-style-type: none">• Success Services• Getting Started with Databricks• Team Acceleration• Project Acceleration• Technical Advice & Guidance• Platform Health and Efficiency• Governance and Compliance

*Any unused hours in a given week are forfeited and do not carry over to future weeks. Subscription benefits are generally provided virtually/remotely. If onsite engagement is requested and agreed, Customer is responsible for reasonable travel and living expenses of Databricks personnel..



Focus areas provide the assistance you need

Leading-edge projects come with unforeseen obstacles. Avoid time-wasting trial and error by using our experienced professionals to guide your team. Databricks Customer Success Engineers are cloud certified and Databricks certified, and have experience tackling challenges in the following areas:

Focus Area	Representative Activities
Success Services	<ul style="list-style-type: none">• Pre-emptive health checks• Databricks expert coordination and project oversight• Maintenance of Success Plans to meet business outcomes• Periodic Business Reviews• New feature introductions and demos• Rapidstarts - Live technical education sessions
Getting Started with Databricks	<ul style="list-style-type: none">• Orientation to Databricks and available resources• Success Plan development for your priority projects• Guidance on training paths and enablement plans• Onboarding support and enablement for new team(s)• Best practices for environment setup
Project Acceleration: New Data Sources, New Use Cases	<ul style="list-style-type: none">• Onboarding support and technical guidance for new data sources• Planning assistance and implementation best practices for new use cases• Roadmap alignment and advice on use of Databricks features• Reference architectures for similar examples• Assistance leveraging Solution Accelerators for new machine learning use cases
Team Acceleration: New Staff	<ul style="list-style-type: none">• Onboarding support and coaching for new team members• Curation of organization-specific technical documentation• Additional Rapidstarts as your projects require• Hands-on technical training workshops• Advice and assistance establishing a Center for Enablement
Technical Advice and Guidance	<ul style="list-style-type: none">• Administration best practices• Coaching on code development best practices• Access to Databricks Private Previews• Recommendations for CI/CD setup and version control• New product feature advice and recommendations• Best practices for management and deployment of custom containers within Databricks• Guidance for reusable MLOps and DevOps assets



Platform health and efficiency	<ul style="list-style-type: none">● Platform health analysis and recommendations● Optimization techniques for speed, cost, and data SLAs● Assistance implementing operational metrics and reporting● Usage monitoring, cluster tagging, and contract monitoring● Assessment of benefits of unused features● Planning for Databricks product upgrades
Governance and compliance	<ul style="list-style-type: none">● Platform security best practices● Access control advice and planning● Governance planning for data assets including tables, files, and ML models● Assistance configuring audit logs for insights into access patterns● Recommendations to prevent workspace proliferation