



Guided Success Subscription

Accelerate the benefits of your lakehouse implementation with expert coaching

Executive summary

Transformation to an open, integrated data platform requires untangling complex existing systems. Often the biggest challenge is not the technology — it’s the readiness of the people. Databricks provides a range of flexible help, so teams with different levels of experience can get what they need, to reduce risk and to accelerate your data + AI initiatives.

	Gold	Platinum	Double Platinum
Overview	<p>This enhanced offering adds access to proactive customer success and technical guidance across all of our success focus areas.</p> <p>Good option for customers with a single Databricks project or team.</p>	<p>This offering includes more comprehensive business and technical guidance, from an expert who is familiar with your environment and requirements</p> <p>Ideal option for mid-sized organizations with multiple Databricks projects or environments.</p>	<p>This offering includes more comprehensive business and technical guidance, from an expert who is familiar with your environment and requirements</p> <p>Ideal option for large organizations with multiple Databricks projects, teams, and environments.</p>
Engagement level*	Access to a Databricks expert coach to work with your team up to 8 hours per week*	Access to a Databricks expert coach to work with your team up to 16 hours per week*	Access to a Databricks expert coach to work with your team up to 32 hours per week*
Common focus areas (see attached for full range)	<ul style="list-style-type: none"> • Success Services • Getting Started with Databricks • Team Acceleration • Technical Advice & Guidance 	<ul style="list-style-type: none"> • Success Services • Getting Started with Databricks • Team Acceleration • Project Acceleration • Technical Advice & Guidance • Platform Health and Efficiency 	<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 remotely. If onsite engagement is requested and agreed, Customer is responsible for reasonable travel and living expenses of Databricks personnel. Databricks coach coordinates other resources as needed; Databricks may update designated Databricks team member contact(s) from time to time.

Note: You may see Guided Success Subscriptions referred to as “Customer Success Subscription” or “CS Subscription” in Databricks price lists, order forms, or other materials.



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 Guided Success experts 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• 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 teams• Best practices for environment setup, access control, cluster provisioning, integration planning, dataset sizing / batching, data freshness SLAs, and more
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• Additional education sessions as your projects require• Hands-on technical training workshops• Office Hours with technical themes tailored to your team's needs
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• Guidance for reusable MLOps and DevOps assets



Focus Area	Representative Activities
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● Lakehouse readiness assessment
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