

Denodo Success Services

Scope

The Denodo Success Services program helps customers to minimize surprises and risks by continuously addressing issues and identifying areas for improvement through the following program benefits:

1. Access to a designated Denodo **Customer Success Manager (CSM)** who coordinates and advocates within Denodo
2. Access to Advisory sessions for targeted guidance, subject matter expertise, and best practices
3. Access to **Assessments** to plan and manage usage of the Denodo platform for your current and future workload
4. Access to **Accelerators** which provide strategic and technical consulting services that accelerate platform outcomes (Advanced)

Benefits

- Regular touchpoints to help you reach implementation and program success goals
- Continuous guidance to simplify and accelerate platform adoption
- Extensive knowledge transfer to increase expertise, and reduce risk, about data virtualization
- Minimize surprises by continuously addressing platform issues and identifying areas for improvement
- Professional assistance in maintaining the Denodo implementation, ensuring optimization of resources & processes, and evaluating growth trends of the overall Data environment

Audience

Management, business users and analysts, architects, IT managers, administrators, and developers

Available Services

Success Services (Base)

Available to all Denodo subscription clients:

- Up to two Advisory Sessions per month (1 hour length each) with Denodo experts on specific topics:
 - Topic Categories
 - Infrastructure Implementation
 - Architecture & Standards
 - People & Processes
 - Solution Implementation
 - Product New Features
 - Denodo Experts
 - Denodo Consultants for program questions and answers
 - (Optional) Designated Denodo Customer Success Manager (CSM)
- Up to two **Assessments** a year which include:
 - **Capacity Assessments:** Determine, plan, and manage current and future capacity requirements of the Denodo Platform
 - **Production Readiness Assessments:** Evaluate and review a new Denodo implementation, recommend any changes necessary for a successful production rollout
 - **Upgrade & Migration Assessments:** Design and document a detailed plan to migrate an existing Denodo installation to a new Version quickly, safely, and effectively

Success Services (Advanced)

Available to clients with Denodo implementations of 8+ cores

- Includes everything with Success Services (Base)
- Access to **Accelerators**, standardized consulting modules, that evaluate, enhance, and accelerate a client's strategic, technical, and platform design / implementation efforts
 - **8+ cores Denodo Implementation:** Two (2) modules available per contract year
 - **16+ cores Denodo Implementation:** Four (4) modules available per contract year
- The Accelerators last four to six weeks and focus on 2 areas:
 - **Enterprise:** Establish business goals, align with program objectives and standardize operational & development roles and responsibilities
 - **Platform:** Platform configuration guidance, data architecture framework & design and advisory on implementation standards and best practices

Mode of Delivery

Offsite Consulting Services. Onsite is available at Denodo's current Service Rates.

Additional Service Details

		Success Services	Additional Cost
Assessments (Two in a year)	Recommendations for capacity monitoring and planning based on workload analysis	✓	
	Evaluation and review a new Denodo implementation for Production	✓	
	Design and document a detailed plan to migrate an existing Denodo installation to a new version	✓	
	Recommendations for systems and settings based on assessment analysis	✓	
	Execution of corrective action based on the findings obtained from such analysis	✓ (Advanced)	
Customer Success Manager	Twice a Month Customer Success Meetings	✓	
	Quarterly Strategy Meetings	✓	

		Included	Additional Cost
Denodo Advisory and Guidance Advisory & Accelerators	Review of key issues, challenges, and solution	✓	
	Guidance on architecture and new use cases	✓	
	Guidance on design and development of best practices	✓	
	Recommendations for performance options based on shared use cases	✓	
	Guidance on security, governance, and recovery processes	✓	
	Guidance on Quick Setup sessions (configuration for specific capabilities)	✓	
	Full product installation and configuration guidance	✓ (Advanced)	
	Advice on Denodo development standards and best practices	✓ (Advanced)	
	Enterprise alignment on common Denodo and Data-centric roles and responsibilities	✓ (Advanced)	
	Creation and development of Virtualization Operating Model and CoE processes	✓ (Advanced)	
	Customized development or coding		✓
	Extended Support & Consulting On-Call Services		✓



Denodo is the leader in data virtualization providing agile, high performance data integration, data abstraction, and real-time data services across the broadest range of enterprise, cloud, big data, and unstructured data sources at half the cost of traditional approaches. Denodo's customers across every major industry have gained significant business agility and ROI.

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