Denodo Success Services Guide

Denodo is committed to helping you succeed with the Denodo Platform through our comprehensive network of services.

The Success Services program helps customers to minimize surprises and risks by continuously addressing issues and identifying areas for improvement.

If you have a Technical Product Problem, log a Support ticket at support.denodo.com.

Contents

1. Customer Success Plan

Denodo Success Services are designed to help customers achieve their desired business outcomes and realize ongoing value from the Denodo Platform. As a core component of Success Services, Denodo and the Customer will collaboratively develop a Customer Success Plan within the initial forty-five (45) days of each subscription year. The Customer Success Plan defines agreed-upon business outcomes for the year and serves as the guiding framework for the delivery of the Success Services. The effectiveness of Success Services are dependent on the Customer's active participation and commitment to jointly define, maintain, and execute a Customer Success Plan.

2. Success Services Description

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. **Customer Success Plan**
2. **Personnel**: Access to a designated Denodo **Customer Success Manager (CSM)**
3. **Token Service Descriptions**:
    a. **Advisory** - Access to short sessions for targeted guidance, subject matter expertise, and best practices Advisory session topics can include:
        i. Infrastructure Implementation
        ii. Architecture & Standards
        iii. People & Processes
        iv. Solution Implementation
        v. New Product Features
    b. **Assessments -** Access to medium length sessions to plan and manage usage of the Denodo platform for your current and future workload
    c. **Accelerators** - Access to longer length sessions for strategic and technical consulting services that improve platform outcomes in two areas:
        i. **Enterprise**: Establish business goals, align with program objectives, and standardize operational & development roles and responsibilities
        ii. **Platform**: Platform configuration guidance, data architecture framework & design, and advisory on implementation standards and best practices

3. Service Tokens and Distribution

Denodo's Success Services program grants customer Service Tokens (Tokens) that can be redeemed for a set of predefined Success Service products provided by Denodo.

Tokens are distributed at the beginning of a Customer's subscription year based on the applicable Denodo Platform contract, as detailed in the tables below.

3.1 Success Services Levels

Success Service Level	Enterprise Basic	Enterprise Advanced	Enterprise Advanced Plus
Product Configuration	4- 7 Core Subscription	8-15 Core Subscription	16+ Core Subscription
Agora Credits	<17000	17,000 - 34,999	35,000+
Consumption Tier	Team	High Availability	Business Critical

3.2 Token Distribution

Success Service Level	Enterprise Basic	Enterprise Advanced	Enterprise Advanced Plus
Token Distribution (per year)	180	300	400

- Tokens are issued at the **beginning of each subscription year** and expire one year from the date of issuance.
- Any unused Tokens expire at the end of the subscription year and do not carry over.
- Tokens may only be used to redeem **Success Services provided by Denodo**, as detailed in this Guide.
- Additional Tokens are **not available for purchase**; customers requiring additional support should consult their Customer Success team for available options.

3.3 Token Utilization

Denodo customers can utilize Tokens on the Success Services products described below

Advisory - 10 Tokens

Ad-Hoc sessions with a Denodo expert for targeted guidance, subject matter expertise, and best practices

- **Expected Duration**: Up to a 1-hour meeting

Assessments - 40 Tokens

Specific analysis and recommendations designed for optimizing the Denodo platform and managing overall usage. The effort is based on delivering an agreed on Scope of Work.

- **Expected Duration**: 2 - 3 Weeks

Accelerators - 60 Tokens

Structured consulting engagements that evaluate and enhance a customer's strategic, technical, and architecture design. The effort is based on delivering an agreed on Scope of Work.

- **Expected Duration**: 4 – 8 Weeks

For clarity, all Success Service levels include access to a Customer Success Manager (CSM), who will be assigned at the start of the Denodo subscription term. In addition, all Success Service levels include a Customer Success Plan, to be jointly completed by the parties within the first 45 days of each subscription year, as described above.

4. Terms and Conditions

4.1 Excluded Services

- **Denodo Support Services** - any production environment questions, problems, and/or errors that would be covered by Denodo Support Services (see your software license agreement and the [Denodo Support Guide](#).
- **Product Installation/Implementation** - only review and guidance is provided within this program.
- **Project Deliverable Responsibility** - Denodo does not commit to completion or meeting schedules for specific deliverables through this program.
- **Extended Analysis or Debugging** - that may be needed due to a product issue or due to the way an artifact is developed.
- **Corrective Actions** - workload analysis does not include the execution of any corrective action based on the findings obtained from such analysis.
- **Expanded Workload Analysis** – workload analysis generates a single report with the findings. Any additional change requested by the Customer to this report will be out of the scope of this program.
- **Custom Development** - such as any customized procedures and implementation scripts.
- **Other Services** - any other service or deliverable not explicitly listed as included services in the description of this program.

4.2 Customer Obligations

- Customer shall provide access to key representatives with knowledge of Denodo development administration, enterprise security, architecture, data, and related business functions as necessary to complete the tasks agreed to with the Customer.
- Customer shall provide representatives who have access to Denodo Platform deployments as required.
- Customer shall be able to run tools and/or provide necessary information for delivery of the Services.

4.3 Assumptions

- **Region** - The designated Customer Success Manager will reside in a single Denodo region (APAC, EMEA, Iberia/LATAM, or North America), based on Customer's designated region.
- **No Carry-over** - The program should be completed within one (1) year, and any services must be consumed within that period; they cannot be carried over to future years.
- **Log File Access** - Denodo Platform server log files needed to complete the services described herein will be shared by the Customer with Denodo Services Representatives executing the activity.

4.4 Additional Terms

- **Location** - All services will be executed from Denodo Offices unless otherwise negotiated. Any travel and living expenses are billed at cost separately.