

Treasure Data Support

Helping make your Customer Data Platform
deployment a success

Data Sheet



Treasure Data provides an experienced team of support engineers and specialists ready to help you:

- Get answers about any Treasure Data related questions / issues
- Optimize your system for process improvement and business continuity
- Fix problems quickly and efficiently

So you can:

- Maintain system availability
- Stay productive
- Improve adoption

Service Level Definitions

- Level 1 severity is when production and/or mission-critical systems are down, and no workaround is immediately available.
- Level 2 severity is when major functionality is impaired, but a temporary workaround is available.
- Level 3 severity is minor loss of functionality and general questions.

No matter the issue, or where

Our team of expert engineers are available 24/7/365 to assist you. We know your customers don't take periodic breaks from visiting your website, sending you email, attending your events, and buying your products. Your CDP investment drives these key interactions and they should never be at risk. You need your customer data optimized, available and analyzed regardless of your location or time zone. Your operations are complex, but how your CDP is supported shouldn't be.

Treasure Data has the level of support you need to keep your business running

From technical support to account management, we can help you make the most of your Customer Data Platform (CDP) investments.

SUPPORT OFFERINGS	STANDARD	TECHNICAL ACCOUNT MANAGEMENT
Dedicated Technical Account Manager	Available as an add-on service (\$)	Flexible options for dedicated coverage: <ul style="list-style-type: none"> • Diamond: up to 1 customers • Platinum: up to 2 customers • Gold: up to 4 customers Includes: <ul style="list-style-type: none"> • Support resolution and process improvement • Product adoption planning • System monitoring and optimization • Periodic business updates • Roadmap reviews
Support coverage hours	24/7/365	Remote regional business-hours coverage in addition to standard support
Email	Included	
Chat	Included	
Support portal access	Included	
Support portal users	Unlimited	
SERVICE LEVELS		
Response time: Level 1	4 hours	
Response time: Level 2	1 business day	
Response time: Level 3	3 business days	
Service uptime	99.5%	
Service status dashboard	Included	

About Treasure Data

Treasure Data Customer Data Platform (CDP) empowers enterprises by delivering rich insights that drive outstanding customer experiences. Built on a strong data management foundation, our CDP enables brands to securely unify customer data across silos at scale so they can better identify, engage and acquire customers. The highly configurable platform boasts a comprehensive connector network that evolves with your existing technology stack to future-proof all customer data initiatives. Treasure Data has more than 400 customers including Fortune 500 and Global 2000 enterprises, and is a wholly-owned subsidiary of Arm Ltd.

Learn more at www.treasuredata.com

Technical Account Management for dedicated support

The Technical Account Manager (TAM) works with you day-to-day to help navigate the Treasure Data organization. They assist with support issue resolution, champion your product inputs, and ensure your system is optimized for better adoption. Think of your Technical Account Manager as your very own Treasure Data success advocate who:



Speeds resolution to support issues—saving you time



Proactively alerts and helps you with system slow downs or anomalies so your system is always available



Optimizes your system for process improvement and business continuity



Continually proposes new capabilities, which increase adoption and improve overall business impact



Plans for new use case implementations and guides internal teams for faster time to value



Assists in onboarding new users to outpace standard system ramp times