



Redis Professional Services
Service Credits
Frequently Asked Questions

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What is the Service Credits Program?

The Services Credit Program allows customers to proactively plan for their service needs by acquiring credits in advance when they place a subscription order with Redis. By doing so, this offers them flexibility on when they redeem them and which Redis services they choose to utilize.

What service packages are included in the Credits Program?

Package Name	Description	Credits
Redis Cloud Jumpstart	Onboarding service for Redis Cloud subscribers	8
Redis Enterprise Jumpstart	Installation, configuration and production readiness assessment	15
Administration Private Training	Instructor-led Redis Enterprise Administration Training class	19
Cloud Deployment Automation	Automates the creation of cloud resources and installation of Redis Enterprise	20
On-premises Deployment Automation	Automates the downloading, installation and configuration of Redis Enterprise clusters	12
Advanced Monitoring & Alerts	Installs and configures advanced multi-cluster monitoring	16
Automated Database Provisioning	Uses CI/CD pipeline services to automate Redis database provisioning	20
Redis Enterprise Upgrade	Validates and documents upgrade steps for Redis Enterprise	20
Data Migration	Assists with data migration customer projects including RDI	20 - 60
Health Check Assessment	Performs a health check assessment of Redis Enterprise production clusters	20
Developer Private Training	Instructor-led Redis Enterprise Developer Training class	19
Redis Bootcamp	Assists with the development of a Redis reference solution for a customer use case	20 - 60
General Consulting Assistance	General consulting assistance and workshop sessions will be available for those customers with a smaller number of credits identified above	1-7

What is **not included** in the Service Credits Program?

Package Name	Comments
PS Annual Plan	This should be purchased as a separate SKU on an order form
PS Resident Engineer	This should be purchased as a separate SKU on an order form
Premium Consulting Services	This should be purchased as a separate SKU on an order form

When will the Service Credits Program be available?

We are targeting its availability in the early FY25 Q3 timeframe.

Which subscription orders will be eligible for Service Credits?

Any new customer orders and renewal orders that include an expansion of the license subscription.

What is the current conversion between a consulting hour and service credit?

One service credit translates to two consulting hours.

- 1 credit = 2 consulting hours

What is the current conversion between an hour of consulting and a service credit?

One service credit translates to two consulting hours.

- 1 credit = \$600 USD (2 consulting hours)

How will Service Credits be assigned to a subscription order form?

If the order form **does not** already include a Professional Services SKU, then the algorithm will automatically assign a budget of 15% of the ACV for annual contracts equal to or greater than \$30K. This budget will be an uplift to the overall deal size (not a discount).

Order Form Examples

- Single year subscription with \$30K ACV x 15% = \$4,500 / \$600 = 8 credits
- Single year subscription with \$100K ACV x 15% = \$15,000 / \$600 = 25 credits
- Three-year subscription with \$300K ACV x 15% = \$45,000 / \$600 = 75 credits

Is the customer required to pay for the Service Credits?

No, the customer is free to drop the Service Credits from the order form or update the proposed amount as part of the negotiation process. However, if the customer does decline the Service Credits and they request assistance from Professional Services afterwards, they will need to explicitly purchase those services on another order form or utilize Redis Support.

Can discounts be applied to Service Credits?

Yes, standard discounting of 10% for single year and 20% for multi-year subscriptions are permitted.

How long does a customer have to consume their Service Credits?

Credits must be consumed within their contract subscription period – they will not carry over to another contract period.

How is a customer notified regarding their outstanding Service Credits?

After the initial Professional Services Introduction & Planning meeting has completed, the primary contact in the account will be sent a monthly email summarizing the credits available, remaining time before expiration and how to redeem them. An example of that message is provided below.

Customer Name - Redis PS Service Credits Summary (7/1/24)

This is an automated email message from the Redis Professional Services Team notifying you that you have outstanding service credits available for redemption towards our consulting services. Details regarding your available credits, how you can redeem them, and when they expire are summarized below.

Service Credits Activation Date: 3/13/24

Service Credits Expiration Date: 3/13/25 (credits must be consumed prior to this date)

Service Credits Purchased: 15 credits

Service Credits Remaining: 10 credits

Available Service Packages: [Redis Professional Services Web Site](#)

You can redeem your service credits by forwarding this email message to your Engagement Manager [Anil Kondapaneni](#) requesting assistance and a preferred start date for consulting services. Please note that it can take 1-2 weeks to schedule a consulting resource for your project.

We look forward to serving you soon!

Best regards,

The Redis Professional Services Team



How does a customer redeem their Service Credits?

Credits can be redeemed by contacting their Professional Services Engagement Manager and the delivery of the services typically happens 1-2 weeks after the request has been made (depending on consulting resource availability).

How will the Service Credits be tracked for each account?

The Professional Services team will add a new value "Service Credits" to the "Project Type" column to identify if the service should be treated as service credits or traditional hours (as we do today). Everything else on the Project tracking sheet will remain in hours including how our consulting team tracks their time. A simple calculation (e.g. 1 credit = 2 consulting hours) will be applied whenever we need to report available credits to a customer.

In addition, a new column called “Email Contacts” will be added to the Project tracking sheet to identify who should be contacted monthly via an email with service credit information.

How will Finance recognize the revenue for Service Credits?

The Professional Services team will be responsible for generating and automated email to the Finance team on the first Monday of every month that captures the Services project name, Salesforce Opportunity link, start & expiration dates, total credits purchased, credits consumed and the revenue that can be recognized. An example of the report is provided below.

Hi Finance Team,

The table below identifies the consumption of PS Service Credits for our active subscribers. If you have any questions regarding the details of the report, please contact Anthony Gonzales.

Redis PS Reporting Utility

Redis PS Service Credits Monthly Revenue Recognition Report (FY25) - Generated on 'Jul-01-2024'											
Project Name	Start Date	Expiration Date	Region	Project Type	Account Executive	Engagement Manager	Credits Amount	Revenue Amount	Credits Consumed	Remaining Percentage	Revenue Recognized
Raymond James - Service Credits (CY24 - CY25)	Mar-13-2024	Mar-13-2025	Americas Enterprise	Service Credits	Ryan Wheeler	Sirisha Yaddanapudi	15	\$6,000	0	100%	\$0
TD Bank - Service Credits (CY23 - CY28)	Sep-23-2023	Sep-23-2028	Americas Enterprise	Service Credits	Kevin Sambirsky	Sirisha Yaddanapudi	89	\$60,800	39	56%	\$34,048
DBS Bank (Paylab) - Service Credits (CY24 - CY25)	Jul-02-2024	Jul-02-2025	APAC Enterprise	Service Credits	Candace Heng	Nadia Droubi	20	\$7,560	0	100%	\$0
Deutsche Telekom - Service Credits (CY23 - CY24)	Oct-23-2023	Oct-23-2024	EMEA Enterprise	Service Credits	Yael Fainsilber	Nadia Droubi	211	\$126,600	58	73%	\$34,182
In-Progress - Partial Revenue Recognition							335	\$200,960	97		\$68,230
Cigna - Service Credits (CY23 - CY24)	Mar-01-2023	Mar-02-2024	Americas Enterprise	Service Credits	Joe Sheehan	Sirisha Yaddanapudi	50	\$15,000	50	0%	\$15,000
POLE EMPLOI - Service Credits (CY23 - CY24)	Oct-24-2023	Oct-24-2024	EMEA Enterprise	Service Credits	Clement Miquel	Nadia Droubi	114	\$33,390	114	0%	\$33,390
Completed - Full Revenue Recognition							164	\$48,390	164		\$48,390