Redis

DATASHEET

Expert support from the creators of Redis

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You can be confident in building mission-critical workloads on Redis Cloud or Redis Software with access to enterprise-grade support from the creators of Redis.

With all of our plans, you have access to the experts and tools to help you resolve issues fast, mitigate risks, and optimize for performance and cost efficiency.

		Basic*	Developer	Business	Enterprise	Premium Enterprise
Support levels	New software releases	✓	✓	✓	✓	✓
	Support portal access	✓	✓	✓	✓	✓
	Phone support	–	–	✓	✓	✓
	Root-cause analysis	–	–	–	✓	✓
	Technical support availability	Business hours	Business hours	24x7	24x7	24x7
	Ticket escalation access	–	–	✓	✓	✓
	P1 support bridge inc. online meeting	–	–	–	–	✓
	Proactive critical security notifications	–	–	–	–	✓
	TAM coverage	–	–	–	Available 1 location	Available 2 locations
SLA goals	P1 response	Business hours	8 business hours	1 hour	30 minutes	15 minutes
	P2 response	Business hours	8 business hours	4 hours	2 hours	45 minutes
	P3 response	Business hours	8 business hours	8 business hours	8 business hours	8 business hours
	P4 response	Business hours	2 business days	2 business days	2 business days	2 business days
Solution support	Solution support	–	✓	✓	✓	✓
	Redis client support	–	✓	✓	✓	✓
	Redis Data Integration (RDI)	–	✓	✓	✓	✓
	Redis observability (Grafana, Kafka)	–	–	–	✓	✓
	Redis developer suite	–	–	–	✓	✓
	Redis data connectors	–	–	–	✓	✓
Redis product availability	Redis Cloud	Monthly on-demand	Annual contract	Annual contract	Annual contract	Annual contract
	Redis Software (self-managed)	–	–	✓	✓	✓
	Production apps	✓	–	✓	✓	✓

*Must be a Redis Cloud or Redis Software customer

Build with confidence with the Developer plan

The Developer plan is recommended for companies who are getting started with Redis. In addition to standard support, it includes response time SLAs and support for developer tools (Redis Insight visualization tool and client libraries). For multiple production apps, consider the Business plan.

Achieve peace of mind with the Business plan

The Business plan is designed to support all your business-critical production apps that depend on Redis. In addition to all the features available on the Developer plan, it includes 24x7 support, self-managed on-premises software support, ticket escalation, and improved response time SLAs. If you need a higher level of service, consider our Enterprise plan.

Developer tool	Provides tools to take your productivity to the next level
Redis Insight	Redis Insight is a powerful desktop UI client that provides an intuitive and efficient way to visualize and interact with Redis data and keys, plus an advanced CLI to run Redis commands. For more details and to download, go to Redis Insight page.
Redis Client Libraries	Redis client libraries – Lettuce/Jedis (Java), node-redis (NodeJS), redis-py (Python), NRedisStack (C#/.Net), and Go-Redis (Go) – that enables consistency in documentation, user interface, governance, and security

Maximize your investment with the Enterprise plan

The Enterprise plan is designed to help you maximize the value of your investment in Redis. In addition to all the features available on the Business plan, it includes enhanced response time SLAs, a Technical Account Manager (TAM), plus support for Redis observability integrations, developer suite tools, and Redis data connectors.

Your Redis expert with an enterprise Technical Account Manager (TAM)

Redis TAMs come with a wealth of Redis experience and work directly with your teams to understand your business objective and provide you with personalized account and product lifecycle management best practices and expert guidance. From project planning and implementation to ongoing solution maintenance and optimization, your TAM will be by your side throughout your journey with Redis to help you maximize your investment and protect your most critical assets. Your TAM's responsibilities include:

- Familiarizing new users with Redis (enablement, support, etc.)
- Provide operational and development best-practices
- Provide recommendations for improving scalability, resilience, and performance
- Offer guidance on using new or unused Redis features
- Provide details on new releases, features, bug fixes and security updates.
- Hold weekly meeting to review open support tickets or feature requests.
- Conduct periodic reviews of usage, priorities and opportunities for increased value.
- Personalized support by handling product usage queries, tailored to your specific deployment and environment

	Developer tool	Provides a full suite of tools designed to save you time
Redis observability	Grafana Redis dashboards & configuration	Grafana dashboards for Redis Software and Redis Cloud. These dashboards rely on a Prometheus server scraping metrics from the Redis metrics exporter.
	Redis Data Source for Grafana	Grafana dashboards for Redis Software and Redis Cloud. These dashboards rely on a Prometheus server scraping metrics from the Redis metrics exporter.
	Datadog integration	Dashboards and configurations for monitoring Redis Software & Redis Cloud with Datadog.
	Dynatrace integration	Dashboards and configurations for monitoring Redis Software & Redis Cloud with Dynatrace.
Redis developer suite	Redis smart cache	JDBC query wrapper that caches slow queries in Redis. Provides a CLI for selecting queries or query patterns to cache.
	Redis OM and vector libraries	High-level Redis ORMs for NET, Spring/Java, and RedisVL for Python. These give you the benefits of Redis Search and vector search without having to learn the Redis query language and indexing directives.
Redis data connectors	Redis Kafka connect	Source and sink connectors for Redis and Kafka Connect. See the documentation and Confluent hub listing for details.
	Redis input/output tools (RIOT)	Command-line tools for getting data in and out of Redis. Supports CSV, JSON, XML, and several RDBMSs. See the RIOT documentation for details.
	Google Cloud Dataflow for Redis	Google Cloud Dataflow template that publishes GCP pub-sub message to Redis. It supports Redis sinks including strings, hashes, streams, and a logging sink that supports Redis Search and Query.

Get started with Redis Cloud today. Book a meeting to speak with a Redis Expert.