

Platinum Support Package



The Platinum Support Package represents our highest tier of post-sales support, designed to maximize ROI from your Aerospike investment through unparalleled service and dedicated expertise tailored to your specific needs.

This premium offering is anchored by your Technical Account Manager (TAM) who becomes deeply familiar with your team, goals, and technical landscape. Your TAM serves as your continually engaged advocate, helping you meet your objectives through proactive guidance, strategic planning, and executive-level oversight. For further details, contact an Aerospike account representative.

Enhanced SLA

- Urgent (24x7) – 15 minutes
- High (24x7) – 4 hours

Designated Support Contacts












No set limit

Complimentary Service Catalog Credits* to engage with Aerospike Professional Services

Assigned Aerospike Executive Sponsor

Personalized Learning Management System

Assigned Technical Account Manager (TAM) with the following responsibilities:

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|  Weekly cadence with customer champion(s) |  Product defect / feature request advocacy |
|  Success plan creation and monitoring |  Best practices & enablement sessions |
|  Critical situation oversight |  Design & architecture review sessions |
|  Full support ticket analysis / root cause assessment |  Annual executive business review |
|  Semi-annual health checks for up to 5 clusters |  Annual product roadmap review session |
|  Monthly technical office hour sessions | |

*Customer will receive Complimentary Service Catalog Credits distributed in equal installments at the beginning of each quarter for the duration of the contract, with credits expiring at the end of each quarter and no carryover permitted between quarters.