



Designated Support Engineer (DSE) Overview

Accelerate your digital transformation with a Designated Support Engineer (DSE)

Implementing your digital transformation requires change in many ways. Our Designated Support Engineer (DSE) options help you unblock technical issues and manage workstreams to help you hit milestones and keep projects on schedule. Databricks provides a range of flexible help via our DSE options, so teams with different levels of experience get what they need from their Databricks Platform Services. Explore DSE today and accelerate your data + AI initiatives.

Each Tier of the DSE offering provides access to a named DSE resource serving as designated point of contact for enhanced management of your Databricks Support experience, with each Tier providing ramping levels of access across a range of Eligible Activities. Please also see *Additional Terms* below for more detail.

Features	Silver	Gold	Platinum
Fit Ramping benefits to suit Customer organizations across varying scales of Databricks platform usage	Ideal for Customers with single or smaller Databricks projects	Ideal for Customers with 2-3 Databricks projects or teams	Ideal for Customers with business critical projects and global teams
Engagement level A DSE works with your team facilitating Eligible Activities to help you reach your business and technical outcomes – number of hours per week vary by subscription Tier	Up to eight (8) hours per Week	Up to sixteen (16) hours per Week	Up to thirty-two (32) hours per Week
DSE Access Hours & Supported Region Your DSE's access hours are established by the Databricks Support region(s) you select when purchasing your subscription (your " Supported Region ").	9am – 6pm on Business Days in your Supported Region	9am – 6pm on Business Days in your Supported Region	24 hours per day on Business Days in your Supported Region.



Eligible Activities	See Eligible Activities Matrix below	See Eligible Activities Matrix below	Gold Tier <i>plus</i> • Proactive Health Check • Urgent Ticket Analysis • Custom Onboarding Materials
Additional Terms Underlying Support: Customer must subscribe to Production tier Databricks support to be eligible to purchase DSE as an additional service. Remote Services: DSE subscription benefits are provided virtually/remotely. “Week”: A Week means Monday–Friday Business Days in your Supported Region. Any unused hours in a given Week are forfeited and do not carry over to future Weeks. “Business Days”: Business Days means local work week days, excluding local holidays in Customer’s Supported Region. “Supported Region”: Supported Region means one of the below Databricks Support regions. (Additionally, to assist Databricks in resource planning , Customer to indicate preferred time zone during DSE account setup, to indicate most likely time zone when live interactions will be requested): • North America – (EST or CST or MST or PST) • Central Europe – (CET) • Singapore/China – (SGT/CST) • Australia Eastern – (AET)			



Eligible Activities Matrix – Focus areas providing the assistance you need

Leading-edge projects come with unforeseen obstacles. Avoid time-wasting trial and error by using our experienced professionals to guide your team. Databricks Designated Support Engineers are experienced with cloud and databricks technology, and have experience tackling challenges and securing help for you in the following Eligible Activities areas:

Eligible Activities	Representative Activities
Case Management of Open Support Tickets	• Oversight of all Customer's eligible open (Severity 1, 2 and 3) support tickets • Project manage open support tickets for better and faster outcomes
Participation in High Severity (Urgent Sev) Case Resolution	• For urgent support tickets, DSE will review the support ticket and assist (as appropriate within Supported Region) in accelerating mitigation efforts by invoking escalation management at Databricks • Should Customer require support ticket escalation, DSE may be contacted to assist in resolution
Support Handbook Creation	• DSE will create an internal handbook for the Databricks Support team to accelerate support ticket handling
Access to Subject Matter Experts (SMEs)	• DSEs can engage Databricks' SMEs to assist with troubleshooting of open tickets
High-Priority Event Planning	• Standby support available for planned high priority events (i.e., production cutovers or CSP regions) • DSE coordination with internal stakeholders to streamline incident response and resolution during high-priority event windows



Support Ticket Review Call	● Review open support tickets to discuss current status and next steps ● Please note that this Eligible Activity is limited as follows: ○ Gold: Once per calendar month ○ Silver: Once per calendar month ○ Platinum: Once per Week
Proactive Health Checks <i>(Platinum Only)</i>	● Upon Customer request, the DSE will internally review your production workspace health and provide you with operational recommendations
Urgent Ticket Analysis <i>(Platinum Only)</i>	● Root cause analysis ● Future recommendations
Onboarding Material Creation <i>(Platinum Only)</i>	● After gaining knowledge of Customer's environment, use case(s) and relevant policy/processes, help develop custom documentation* designed to help new Customer users get up-to-speed on using Databricks <i>*Any existing or new Databricks information included in custom documentation is licensed to Customer for Customer's internal training and onboarding use only.</i>