



Customer Expectations

JOIN Overview

JOIN helps customers onboard, optimize, and integrate their application with Timescale. The program is customized to each customer who meet the program requirements. Throughout the program, customers are provided with expert advice, tutorials, and consulting to meet their goals, optimize their database, and shorten the time to implementation.

Program Structure

The program consists of 7 stages, each aligned with predefined success metrics. If you haven't yet used a 30-day trial, the program includes a 30-day free trial with cloud basic support, followed by a Timescale subscription based on usage. (If you have used your 30-day trial, then it includes cloud basic support based on your current Timescale subscription.)

The expected duration is 3–12 weeks and is dependent on meeting stakeholder goals. Transitioning to our consultative Support Team will be a joint decision between the customer and Timescale.

Program completion typically includes the following:

- An in production workload
- A performant, reliable, and optimized setup

Program Requirements

JOIN requires a dedicated team and an executive alignment meeting and verbal/written commitment, along with:

- Minimum monthly Timescale usage (varies by customer)
- Regular check-ins including weekly catch ups plus mid-program and final reviews
- Ongoing progress tracking with regular updates and adjustments

Program Expectations

JOIN provides you with multiple resources to help you learn how to optimize your database for your needs. To set you up for success, Timescale will provide you with:

- Direct engagement with experienced professionals through live demonstrations, workshops, and practical advice
- Clear goals and expectations to foster collaboration and accountability
- Access to tutorials, documentation, case studies, and best practices
- Regular meetings and prioritization of Timescale deployment

Post-Program Support

Even after you complete the program, Timescale will continue to provide you with support. This support includes:

- Assigned Customer Success Manager who will help you continue to maximize value from your Timescale instance
- Assigned Product Sponsor who advocates for customer needs within Timescale
- Support plan outline and regular check-ins
- Ongoing communication and updates on betas, product enhancements, and feature rollouts