Success with
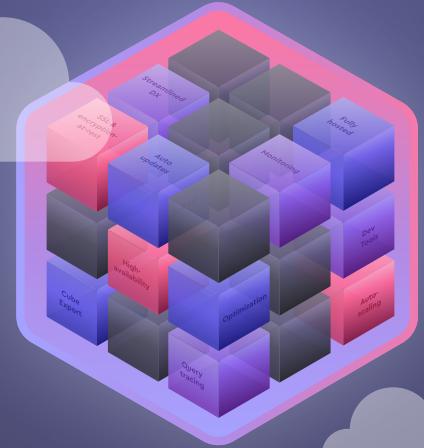# Cube Cloud

Onboarding packages and training offerings to help you and your company get up and running quickly with Cube Cloud.

Hello and Welcome to Cube!

As COO of Cube, it's important to me to make sure we are always taking care of our customers and that they have everything they need to get up and into production quickly. We offer a variety of packages to address the varying needs of our customers, and are continuing to develop new packages as we get feedback and learn what else might be useful.

Our goal at Cube is to give you just the right amount of help – no more, no less. We don't want to saddle you with heavy services costs because we believe we have built Cube Cloud to make it easy to deploy into production without too much heavy lifting from all those consultants. However, we know that many companies would love to get up and running even faster or have complex use cases that extend into serving many BI tools, AI agents, or homebuilt analytics tools. Our experienced team of solution architects, support engineers, and customer success managers are ready to help you build and deploy even the most complex semantic layer.

Here you will read about all of our current Success Packages. Of course, if you need something more customized to your business, just let us know and we will build it together. And, at any time, please feel free to reach out to me directly with questions, feedback, or (hopefully) kudos for my team.

Let's Get Started!

Jen Grant, COO

Support Right When You Need It

Median First Response Time

37s

▼ **1m 11s** from the previous week

Median time it takes your team to respond to the first incoming message in a conversation.

Our current median response time when reaching out during Support Hours is **37 seconds** and we will continue to strive for this level of service.

Chat Response Time
When you reach out through chat during our Support Hours, we guarantee that we will respond within the below timelines (even though we strive (and are achieving) much faster).

Guaranteed Chat Response Time

Priority		Enterprise Premier	Enterprise	Premium
P0	The platform is severely impacted or completely shut down. We will assign specialists to work continuously to fix the issue and provide ongoing updates or workarounds.	**15** Minutes	**30** Minutes	**60** Minutes
P1	The platform is functioning with limited capabilities or facing critical issues preventing a production deployment. We will assign specialists to fix the issue and provide ongoing updates or workarounds.	**1** Hour	**2** Hours	**4** Hours
P2	There are issues with non-critical functions. We will use resources during local business hours until the issue is resolved or a workaround is in place.	**8** Business Hours	**8** Business Hours	**8** Business Hours
P3	There is a need for clarification in the Docs, or a product enhancement request. We will triage the request, provide clarification when possible, and may include a resolution in a future update.	**2** Business Days	**2** Business Days	**2** Business Days

Customers who are on the Premium, Enterprise, or Enterprise Premier plans have access to chat support during our Support Hours (Currently, Support Hours are weekdays from 8am ET to 8pm ET). Response times are only guaranteed during Support Hours: Weekdays 8am ET to 8pm ET

Success Packages

Our customers are unique and our Success Packages reflect that uniqueness.

Whether you and your team are deeply experienced with Cube already, or new to the idea of a semantic layer, we have a deployment package that will work for your needs.

3 Week QuickStart	6 Week Accelerate	10 Week Power-Up
Up to 20 Hours	Up to 30 Hours	Up to 50 Hours
Standard deployment with Snowflake, Databricks, BigQuery or Redshift.	A mission-critical production deployment interested in going faster with Cube's help.	Rely more deeply on Cube's team to launch into production.

Unless you specify otherwise, your Success Package will kick-off within 1 month of signing the contract with Cube. This is to make sure that we have the right resources available when you you need them. If you need to push off your deployment, you'll want to make sure you give us at least 4-weeks notice when you are ready to begin so that we can line up resources and make sure they are available to focus on your projects. Hours include time that the Success team spends both on the phone and offline working on your deployment.

3-Week QuickStart

The 3-Week QuickStart is an onboarding program perfect for teams that already have experience with Cube and are using a modern data warehouse such as AWS Redshift, Snowflake, Google BigQuery, or Databricks.

What you can expect

- Shared Slack channel with the Cube team during the 3-week program

- Kick-off call to establish the use case and success criteria that will define your first deployment and get it into production

- A training and onboarding session

- Two technical sessions with a Cube Solutions Architect

Your Cube Success Team will assist with

- Connecting your database and setting up your environment

- Setting up the VPC if included in your plan

- Creating the initial data model

- Setting up users and roles

- Building up to 2 pre-aggregations of your choice

- Recommending how to configure Cube to help optimize your CCU consumption

6-Week Accelerate

The 6-Week Accelerate is an onboarding perfect for teams that are delivering a mission critical production deployment and would like to move faster with the Cube team's help.

What you can expect

- Shared Slack channel with the Cube team during the 6-Week program

- Kick-off call to establish the use case and success criteria that will define your first deployment and get it into production

- A training and onboarding session

- Three technical sessions with a Cube Solutions Architect

Your Cube Success Team will assist with

- Connecting up to 2 databases and setting up your environment

- Setting up the VPC if included in your plan

- Creating the initial data model

- Setting up users and roles

- Building up to 3 pre-aggregations of your choice

- Recommending how to configure Cube to help optimize your CCU consumption

10-Week PowerUp

The 10-Week PowerUp is an onboarding program perfect for teams that want to rely more deeply on the Cube team to deploy a larger scale production deployment.
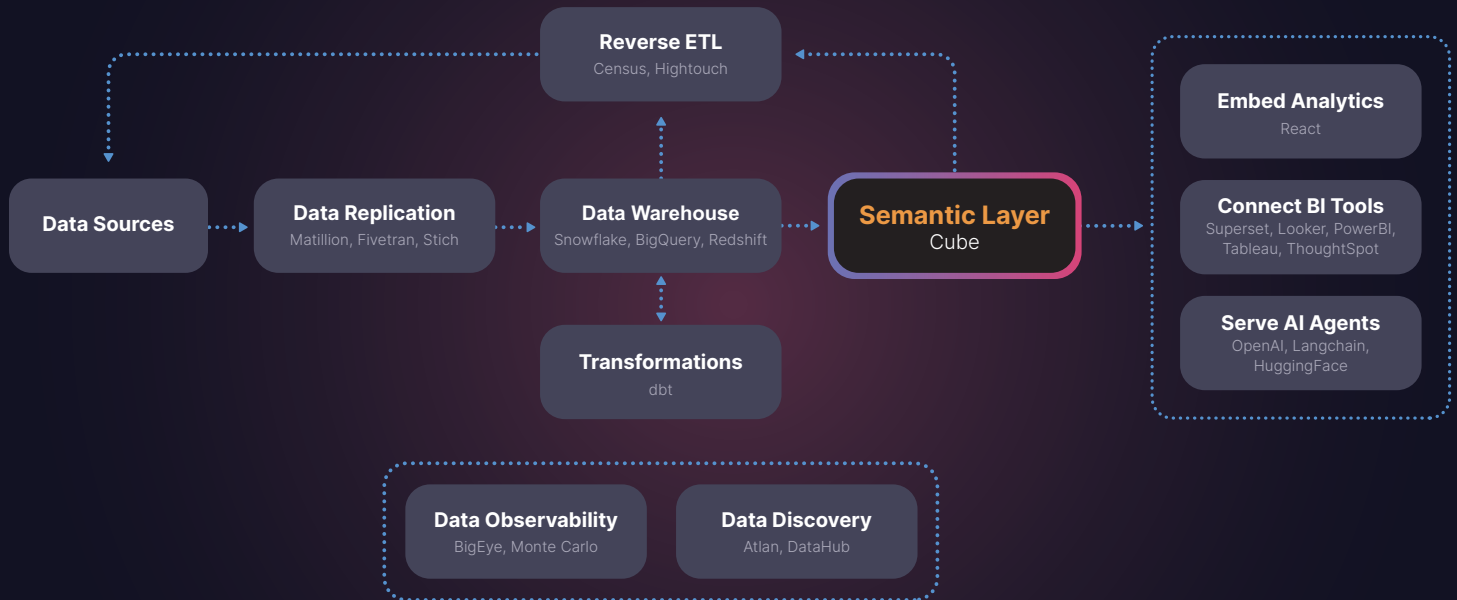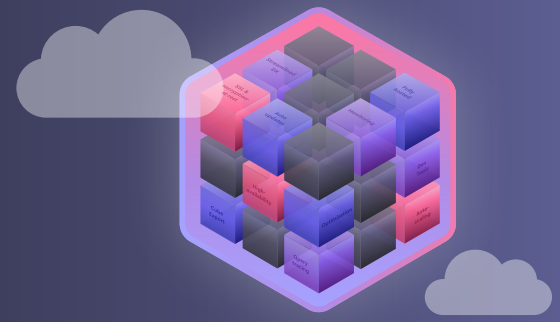
What you can expect

- Shared Slack channel with the Cube team during the 10-week program

- Kick-off call to establish the use case and success criteria that will define your

- first deployment and get it into production

- A training and onboarding session

- Five technical sessions with a Cube Solutions Architect

Your Cube Success Team will assist with

- Connecting up to 3 databases and setting up your environment

- Setting up the VPC if included in your plan

- Creating the initial data model

- Setting up users, roles, and row-level security

- Building up to 5 pre-aggregations of your choice

- Optimizing query speed for the faster user experience

Cube Cloud:
The Universal Semantic Layer for the Modern Data Stack

Reverse ETL
Census, Hightouch

Data Sources

Data Replication
Matillion, Fivetran, Stich

Data Warehouse
Snowflake, BigQuery, Redshift

Semantic Layer
Cube

Embed Analytics
React

Connect BI Tools
Superset, Looker, PowerBI, Tableau, ThoughtSpot

Serve AI Agents
OpenAI, Langchain, HuggingFace

Transformations
dbt

Data Observability
BigEye, Monte Carlo

Data Discovery
Atlan, DataHub

Cube is the universal semantic layer that makes it easy to connect data silos, create consistent metrics, and make them accessible to all of your BI tools, customer-facing in-app analytics, as well as LLMs, AI chatbots, and agents. Cube Dev is the company behind the wildly popular Cube open source project and delivers the Enterprise-ready Cube Cloud that includes additional functionality - such as integrations with Power BI, Tableau, and Looker – along with robust developer tools, observability, security, and compliance making it easy to quickly deploy, monitor, and use Cube across any sized business. Companies such as Drift, Cloud Academy, Security Scorecard, Intuit, Walmart and IBM trust Cube to deliver amazing data experiences to their customers and employees. Cube is supported by investors such as Bain Capital and Decibel and is located in San Francisco, CA.

Visit **cube.dev** for more information or to contact your account manager.

Visit Cube.Dev