

# Sentry Premium Customer Success

## Waste less time resolving issues.

Give your customers the best experience possible with Premium Customer Success (PCS). Amplify your software team in 90 days or less with custom training, system health checks, and dedicated lines of communication. Keep your system up-to-date on current best practices with a team of Sentry Experts and ongoing system health checks.

### Partner with Sentry Experts

Sentry Experts are fully versed in all things application monitoring. As a PCS customer, you'll partner with not just one, but two Experts, each with their own area of expertise.

**Customer Success Manager:** Helps you achieve your business goals with Sentry.

**Technical Account Manager:** Technical subject matter expert to help implement best practices and optimize configurations.

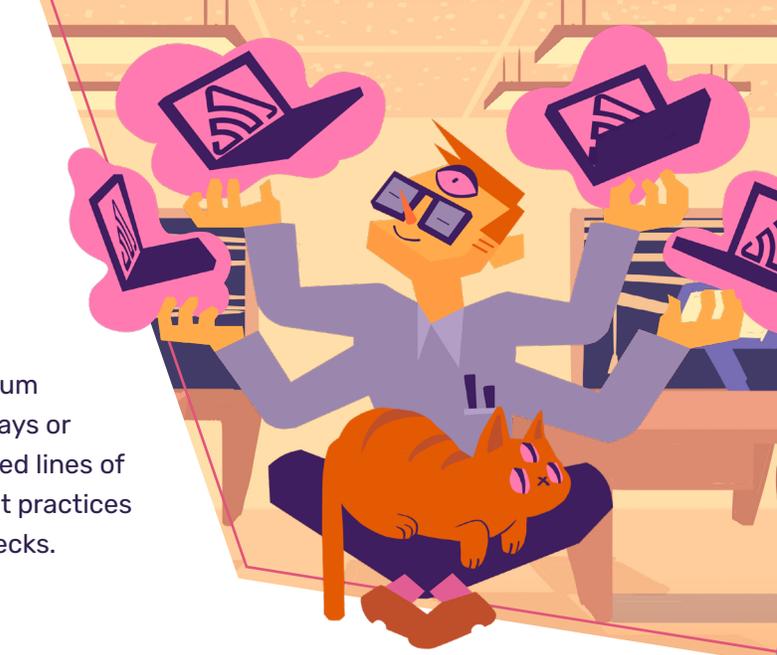
### Private Slack Channel

Sentry Experts work where you work. Chat with them in your own private Slack channel.

Your dynamic duo will conduct quarterly business reviews, configuration health checks, feedback sessions, and sneak peeks of yet-to-be-released Sentry products.

**“ Being able to ask the little questions in Slack was great! It felt like we had people on our team that already knew Sentry.”**

—Steven Callister, Ripple



### Health Checks

Once a quarter your Customer Success Manager will walk you through product usage metrics and highlight the increasing return from using Sentry, and share details of our product roadmap. In parallel, your Technical Account Manager will help make sure your Sentry configuration is current and taking advantage of Sentry's most powerful features, SDK releases, and latest integrations.

### Sentry University

Learn from a Sentry Expert through training courses, thoughtfully created to help you operate Sentry.

**Getting Started:** A Sentry Expert guides you through projects, issues, discover, and more to help identify which errors to tackle first.

**Workflow & Tracing:** Tailored to your tech stack and use cases. Our Experts demonstrate how to optimize every aspect of debugging, from triaging issues to tracing exceptions across multiple services.

**Mastery:** Learn advanced Sentry skills and best practices for data forwarding and Sentry relay. Plus, go beyond error monitoring with tips to measure your application health.

For more information, email [sales@sentry.io](mailto:sales@sentry.io)