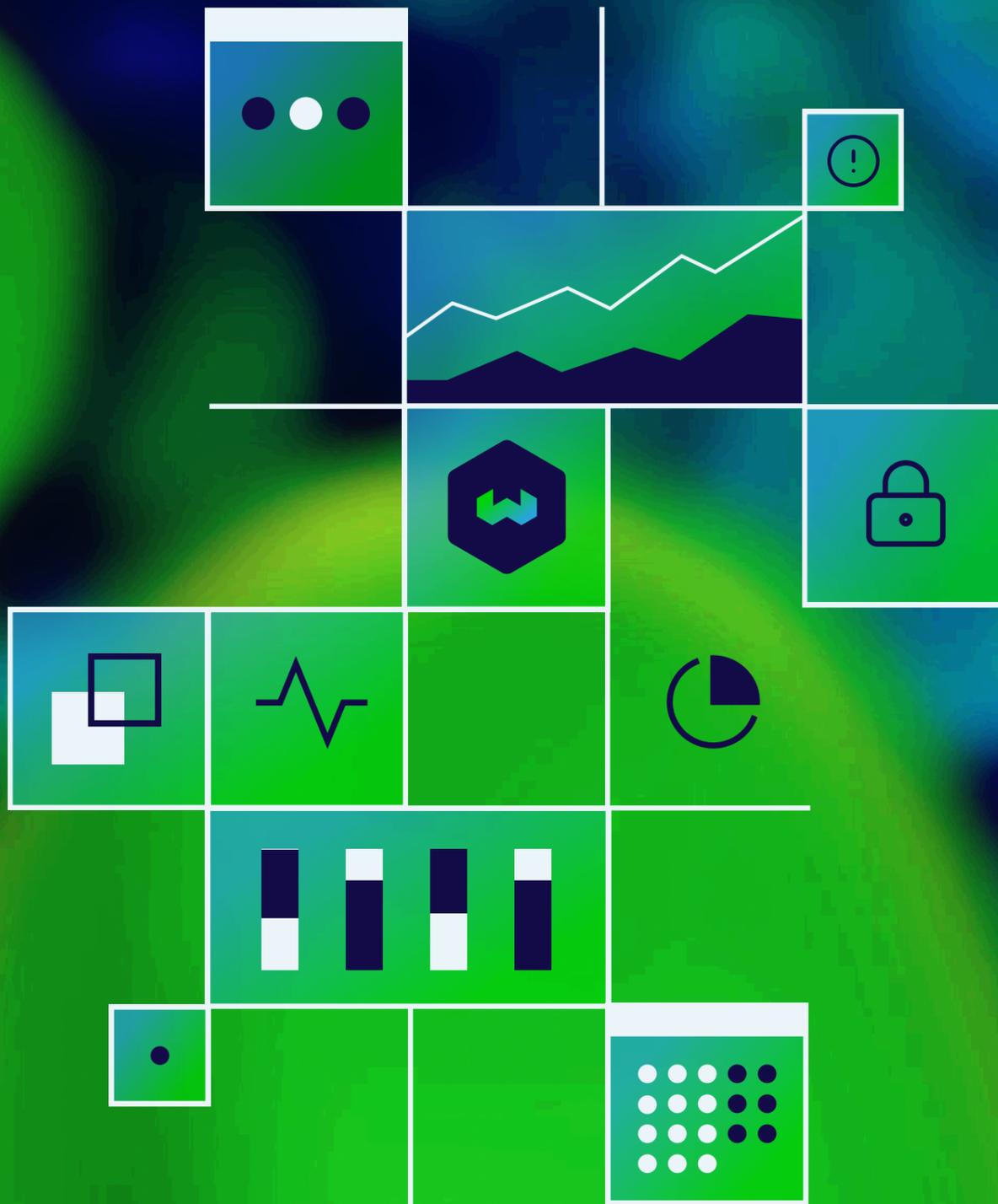# weaviate

Weaviate Assurance Package

V 1.1

As AI applications move from prototype to production, the underlying database becomes mission-critical infrastructure. For enterprises opting for self-hosted deployments, maintaining the delicate balance of performance, scale, and uptime requires deep domain expertise.

Weaviate Assurance is a premium subscription service designed to bridge the gap between self-hosted flexibility and managed-service reliability. It provides your team with a direct line to Weaviate's core engineering expertise, ensuring that your mission-critical vector workloads are backed by the fastest response times and proactive lifecycle management in the industry.

1. The Assurance Framework

Weaviate Assurance is more than a support ticket system; it is a standardized, recurring partnership that integrates Weaviate's internal expertise into your operational workflow. The offering is built on four key pillars:

1. Enterprise Incident Response & SLAs	2. Proactive Expert Guidance	3. Managed Lifecycle Support	4. Dedicated Account Management
When production issues arise, minutes matter. Assurance customers receive our highest tier of reactive support, including:	Maximize the performance of your cluster through continuous knowledge transfer:	Avoid the risks of technical debt and outdated versions, while benefiting from timeline database improvement:	A streamlined communication layer to ensure your business goals are met:

1. Enterprise Incident Response & SLAs

- **24×7 Global Coverage:**
  Round-the-clock availability for critical (P1) issues.

- **Elevated Response Times:**
  - **P1 (Critical):** 1-hour SLA
  - **P2 (High):** 4-hour response
  - **P3 (Normal):** 1 business day

- **Root Cause Analysis (RCA):**
  Deep-dive reporting for any Weaviate-related failures to prevent recurrence and harden your environment.

- **Direct Engineering Escalation:**
  A direct path to Weaviate core engineering via private authenticated communication channels.

2. Proactive Expert Guidance

- **Expert Office Hours:**
  26 hours per year (bi-weekly) of dedicated face-time with Weaviate engineers.

- **Technical Optimization:**
  Direct guidance on configuration (e.g., vector index selection;HNSW/DiskANN, query performance tuning, schema design, and replication strategies).

- **Architecture Reviews:**
  Periodic discussions to ensure your infrastructure evolves with your data growth.

3. Managed Lifecycle Support

- **Upgrade Advisory:**
  Strategic guidance for every Weaviate release (approx. 9 per year) helping you adopt security updates and feature enhancement as soon as they become relevant for your workloads.

- **Compatibility Assessments:**
  Detailed reviews of how new releases will impact your specific environment and data types, enabling low-risk adoption of new capabilities.

- **EOL Migration Guidance:**
  Managed transitions for versions reaching End-of-Life to ensure zero-downtime continuity.

4. Dedicated Account Management

- **Dedicated Channels:**
  Real-time collaboration via a private Slack channel.

- **Success Team:**
  Assigned Account Executive and priority escalation coordination.

- **Periodic Business Reviews:**
  Structured reviews to align Weaviate's roadmap with your project milestones.

2. Program Boundaries

OUT OF SCOPE

To maintain the predictability and high quality of the Assurance program, the following items are classified as Professional Services and are outside the scope of this subscription:

- ☒ **Integration Work**
  Building or maintaining ETL pipelines, Kafka connectors, or data ingestion layers.

- ☒ **Hands-on Tuning**
  Execution of performance tuning that requires Weaviate engineers to modify your environment.

- ☒ **Custom Development**
  Development of new features, custom modules, or bespoke code.

- ☒ **Security & Audits**
  Active penetration testing or formal third-party security reviews.

- ☒ **Migration Execution**
  The physical execution of data migrations or infrastructure moves.

3.
Investment & Pricing

Weaviate Assurance is billed as a Standardized Annual Subscription, providing your organization with predictable Opex and a simplified procurement process.

Pricing Structure:

Fixed Annual based on cluster complexity and scale.

Entitlements:

Standardized across all Assurance clients to ensure consistent delivery excellence.

> For a tailored quote based on your cluster footprint, please contact your Weaviate Account Executive.

Component	Flex	Plus	Premium (coming soon)
Base Price	**$95,000/year** per production cluster	**$130,000/year** per production cluster	**$165,000/year** per production cluster
Included Nodes	**3 nodes** per cluster baseline	**3 nodes** per cluster baseline	**3 nodes** per cluster baseline
Non-Prod Clusters	**Included** (no support SLA)	**Included** (no support SLA)	**Included** (no support SLA)
Office Hours	**Bi-weekly** (26 hrs/year)	**Weekly** (52 hrs/year)	**Weekly** (52 hrs/year)
Support SLA	**24×7** **P1:** 1-hour **P2:** 4-hour **P3:** 1 business day	**24×7** **P1:** 1-hour **P2:** 4-hour **P3:** 1 business day	**24×7** **P1:** 1-hour **P2:** 4-hour **P3:** 1 business day
Upgrade Advisory	• Email summary • Optional call for major releases	• Email summary • Pre-release upgrade calls for every release	• Email summary • Pre-release upgrade calls for every release • Support Portal with self-service diagnostics
Slack Channel	Dedicated	Dedicated	Dedicated
Account Executive	Dedicated	Dedicated	Dedicated
Weaviate Kubernetes Operator access	✖	✔	✔
Weaviate Tenant Controller access	✖	✔	✔
Custom monitoring/ alerting integration	✖	✖	✔
Capacity planning tools	✖	✖	✔
Priority feature requests	✖	✖	✔

Add-ons

Node Uplift	**$5,000** node/year	Beyond 3-node baseline per cluster
EOL Surcharge	**+50%**	Per cluster on unsupported versions
Multi-Region	**+15%**	Per multi-region deployment

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